

Effective: 08/13/2007; Replaces: 05/19/2006

2-01 COMMUNICATIONS DIVISION

COMMUNICATIONS DIVISION GOAL

The goal of the Communications Division is to provide prompt professional and efficient response to calls for service from citizens in emergency and non-emergency situations.

This goal is accomplished by the utilization of the Computer Aided Dispatch System, 800 MHZ Radio systems, and the Enhanced 911 telephone system.

COMMUNICATIONS DIVISION OBJECTIVES

The objectives of the Communications Section are to receive, screen and refer 9-1-1 and non-emergency calls to the appropriate agencies. To increase the confidence of the public and APD personnel in the services provided by the Communications Section. To increase the quality of service using the Computer Aided Dispatch System, 800 MHZ Radio System, and the Enhanced 9-1-1 System. Maintain and update the knowledge of the employees in the Communications Section on new laws, techniques, procedures, and services.

PROCEDURAL CHANGES

Section Standard Operating Procedures are written directives issued by the Communications Manager and remain in full effect until amended or rescinded. These directives establish procedures, which affect the Communications Section. Any employee may propose a change to existing procedures or suggest new procedures. The employee will submit the proposal through the chain of command. Policies and procedures to be incorporated into this manual will be reviewed by the section supervisory staff and forwarded to the Communications Captain for ultimate review and approval at the division and bureau levels.

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CHAIN OF COMMAND

Chief of Police

Deputy Chief

Communications Manager

Operations Supervisor

COMMUNICATIONS MANAGER:

Commands and supervises the entire Communications Section and reports directly to the Deputy Chief. The Communications Manager is responsible for the planning and coordinating of all functions within the Section. ()

COMMUNICATIONS ASSISTANT MANAGER:

Supervises the entire Communications Daily Operations and reports directly to the Communications Manager. Responsibilities are the day-to-day operations of the Communications Section.

OPERATIONS SUPERVISOR:

The Operations Supervisor is assigned to one of the three watches by the Communications Manager. It is the duty of the operational supervisor to direct the activities on each watch to meet the goals and objectives of the Communications Section. The responsibilities of the supervisor are described in another section of this manual. ()

TRAINING SUPERVISOR:

The Communications Manager assigns the training supervisor. The training supervisor's duties include overseeing and providing comprehensive training to all Communications Personnel. The Training Supervisor is also responsible for qualifying, interviewing and selecting personnel for employment in the section. ()

TELECOMMUNICATOR I & TELECOMMUNICATOR II:

Radio dispatchers, 911 operators, and data room operators are filled by employees who are hired under the guidelines of the Merit Ordinance, Personnel Rules and Regulations, and by the policies of the Albuquerque Police Department. They are subordinate to the operations supervisor. The duties of each are described in another section of this manual. (2-01-10/2-01-18/2-01-26)

SYSTEM ADMINISTRATOR:

The data system specialist is hired under the guidelines of the Merit Ordinances, Personnel Rules and Regulations, and by the policies of the Albuquerque Police Department. The specialist is subordinate to the CADS manager. Responsibilities and duties of the specialist are described in another section of this manual. (2-01-28)

CADS TAPE ANALYST:

The CADS tape analyst is a position hired under the guidelines of the Merit Ordinances, Personnel Rules and Regulations, and by the Policies of the Albuquerque Police Department. The responsibilities of this position are described in another section of this manual. (2-01-28)

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2-01-1 GENERAL COMMUNICATIONS DIVISION MATTERS

POLICY:

It is the policy of the Communications Division that personnel follow set rules, regulations, and act responsibly while on and off duty.

A. ORDERS AND MEMORANDA

1. The Communications Division shall maintain a file of Special Orders and Memoranda that are received through the chain of command. On a monthly basis, non-relevant material is purged from the read file. Permanent orders that affect the operations of the Division are incorporated into this manual.
2. The Communications Division shall file Orders and Memorandum sequentially. A copy of the notice will be placed in the file of Special Orders and Memorandum.
3. There is a mandatory read file. Each employee is required to review the file and sign off on a weekly basis. Material is added daily and purged after 10 days. Employees, who have been absent or on extended leave, will request material they missed from the Operations Supervisor and then sign off. Material purged from the read file will be in the Special Orders and Memorandum Book located in the Administrative Aide's Office for future reference.
4. All Special Orders issued by the Police Department will be given to the shift supervisor. The supervisor will assure all employees on the shift have read the special orders and have signed the sign off sheet. Once all employees have signed the sign off sheet, it will be placed in the Administrative Aide's box to be filed in the Special Orders and Memorandum Book.

B. HOURS OF OPERATIONS

The Communications Division operates 24 hours per day, 7 days a week, and 365 days a year. A normal workweek is 40 hours. Personnel are required to work odd hours, holidays, and weekends. Shift work is a condition of employment.

1. The Communications manager may assign personnel to special watches or tours of duty. In compliance with White Collar contract.
2. The watch supervisor can change an employee's days off, but consecutive days off shall be assigned. Also in compliance with White Collar contract.

C. MEALS AND COFFEE BREAKS

1. Personnel shall be allowed a thirty-minute lunch break and two fifteen minute coffee breaks per day, in accordance with the Clerical Union Contract.
2. Any exception to this policy requires the approval of the Communications Manager.

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D. TIMESHEETS, P30'S, AND COMP/OT SLIPS

1. Timesheets must be turned in every week. Time sheets are due to the shift supervisor by Friday morning of each week. In case of a holiday they may be requested by payroll sooner. Employees that have not turned in a timesheet will be required to hand deliver their timesheet to payroll.
2. P30's and comp/holiday used slips must be turned in every week with the timesheet. Do not combine several weeks time off on one P30 or comp slip, time used can be put on one P30 within the Week I and Week II of the payroll period.
3. The overtime or comp slip earned must be marked with the correct code on the timesheet. Payroll will not include the overtime or comp time on the employees check without a code attached. The code for general overtime or comp time worked is CFS or CO.
4. APD Communications payroll clerk is not to be contacted by personnel, if a need arises contact the Communications Administrative Assistant to have payroll issues resolved.

E. EMPLOYEE ABSENCES

1. The watch supervisor approves vacation as it is stated in the Department Standard Operating Procedures and the Clerical Union Contract.
2. Vacation is normally approved on a "First come, First serve" basis. Vacation will only be approved if requested a minimum of 24 hours in advance for 8 hours. Forty (40) hours or more of vacation will be made during the first week following a scheduled bid. These requests are approved on a seniority basis.
3. Sick Leave may be used when an employee cannot report for duty because of illness. The on duty watch supervisor shall be notified at least two hours prior to the start of the employee's watch to allow sufficient time to arrange for a replacement. Clerical Union Contract has set guidelines pertaining to sick leave usage.
4. Employees will be required to fill out a lateness report form when reporting late for duty.
5. Personnel absent from duty without authorization shall be listed as AWOL (Leave Without Pay), and the employee will be subject to disciplinary action pursuant to the Personnel Rules and Regulations of the City of Albuquerque.

F. OVERTIME

1. Any employee that works more than 40 hours per week shall be paid overtime or compensatory time. Overtime is on a voluntary basis only, and each employee must sign up each quarter to be on the overtime list.
2. Overtime is assigned in accordance with the Clerical Union Contract. Employees on the overtime list will be used for any overtime. If the list is exhausted, the overtime will be filled using reverse seniority.

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3. Employees cannot use sick leave, vacation, or compensatory time to work overtime.
4. If a situation arises for multiple overtime requests for personnel (Balloon Fiesta, State Fair Command Post, or Holiday Command Post), the employee may select an increment of overtime. After a full rotation of the overtime list is completed, the employee may select another increment. This will be done on a seniority basis.
5. Employees are responsible for fulfilling overtime obligations or finding a replacement. Failure to do so will result in removal from the rotation list for the duration of the quarter. The Communications Manager authorizes all overtime expenditures.
6. Employees working overtime must fill out an overtime slip.

G. ATTIRE IN THE WORKPLACE

1. Clothing shall be neat and clean. Ripped, torn or clothing with derogatory writing on it is prohibited. Clothing should be comfortable, but employees are asked to use discretion.
2. Manicures shall be prohibited while in the work place. There will be no polishing of nails, or use of synthetic chemicals for nails.
3. Communications employees are allowed to wear apparel with an APD Communications logo only.

H. CLEANLINESS OF WORK AREAS

1. It is the responsibility of the employee to clean their work area before the completion of their watch.
2. Spill proof cups are mandatory in the Communications Division.

I. RELIEF BY ONCOMING WATCH

1. The employee shall remain at their station until relieved by the oncoming watch or by the watch supervisor.
2. Employees will be required to brief their relief of any activity occurring on their frequency or equipment malfunctions.
3. All employees must sign on to the CAD System when they relieve the off going shift. The sign on command is extremely important for the audit trail and to the individual employee as well. Employees not relieved by on-coming personnel must completely sign off their duty station.

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J. PERSONAL PHONE CALLS AND TEXT MESSAGES

1. In no case shall personal phone calls be accepted on the 911 emergency lines.
2. All telephone lines in the Communications Division are recorded. All computer messages are viewed as official records. An employee should have no expectation of privacy. All telephone calls are subject to supervisory review and considered as evidence. They are also subject to subpoena.
3. Communications personnel will limit personal phone calls to a minimum. While an employee is on duty, under no circumstances will a personal telephone call exceed three minutes.

K. SUPPLIES

1. Supplies are classified as expendable property items.
2. The Communications Division shall maintain an adequate stock of supplies, particularly items that are used exclusively within the division.
3. Employees are responsible for maintaining and updating issued manuals. This includes the Department SOP, Communications SOP, CADS manual, etc.
4. Employees shall be responsible for headsets issued for their use. Employees shall use their headsets in an appropriate manner.

L. IN SERVICE TRAINING

1. The Communications manager will assign personnel to in-service training: either locally or outside the City. Such training shall be a condition of employment.
2. In-service training shall be scheduled as directed by the training supervisor to cover a variety of topics that will enhance the knowledge and professionalism of the Division.

M. BID PROCEDURES

Bid procedures are set forth by the Clerical Union Contract and are held twice a year: January and July. The bid will be held during the first two weeks within the month and will take affect the first pay period following the bid. The bid is seniority based.

N. BUILDING & EQUIPMENT MAINTENANCE

1. Report malfunction of CADS, Enhanced 911 to the watch supervisor or technician on call.
2. Logs kept for each vendor (malfunction and time of repair).
3. Report radio frequencies problems to Radio Shop Tech.
4. Report the malfunction of other equipment located in the Communications Division to the Administrative Aide.

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5. Report any building maintenance to include the air conditioning system to AFD.

O. MEDIA POLICY

Employees of Communications will not discuss or disseminate information to the media on any incident that they have no direct knowledge.

Supervisors are responsible for the release of information to media, and contacting Public Information Officer.

P. OPERATIONAL STATISTICS

1. At the end of each watch, the NCIC operators will be responsible for logging the operation statistics.
2. At the end of the their watch, the swing shift supervisor will be responsible for turning in the statistics.
3. The information collected from operational statistics is calculated into the Communications monthly report.

Q. SECTION ACTIVITY LOG

1. The Division activity log is a form used to keep a listing of all major or critical incidents, for future reference, occurring within a 24-hour period. Place the log in the Administrative Aide's box at the end of swing shift.
2. There is a file located in the Administrative Aide's office for the Division Activity Log.
3. The Form
 - a. Fill in the time of the occurrence of the incident.
 - b. Fill in the call code used to describe the incident.
 - c. Fill in the location of occurrence and additional remarks relevant to the call.
 - d. The supervisor who filled in the information places their initials in the supervisor box.

R. NOTIFICATION OF SIGNIFICANT INCIDENTS

POLICY

It is the policy of the Department to provide an efficient and reliable system to disseminate, report and record significant incidents that are brought to the attention of Department personnel by any means. The goal is to ensure that all levels of the Department are adequately informed about noteworthy incidents.

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DEFINITIONS:

SIGNIFICANT INCIDENT

Significant incident(s) shall include, but may not be limited to:

1. Death or serious injury to police officer on or off duty.
2. Death or serious injury to others that is a result of a police action.
3. Homicide.
4. Arrest of a suspect(s) that pose a danger to the community.
5. Arrest of a "high profile" individual (i.e., a person in a position of public trust, notorious fugitive, etc.)
6. Any incident or arrest an officer and/or supervisor may deem noteworthy.
7. Road closures-Interstate Closures

RULES

RESPONSIBILITY FOR NOTIFICATION

- The affected supervisor shall ensure the information concerning a significant incident is disseminated throughout the Department by logging onto the APD website at www.cabq.gov/police/sigalert-and clicking on to significant incident link to access form. (The password is :sigalert13". Once the form is completely filled out and sent, it will automatically be disseminated to all APD Sergeants up to and including the Chief of Police, Deputy COA's, and Mayor by utilizing the city email system.
- Significant incident emails contain private information regarding victims. This information must be treated as department confidential, unless authorization is given by the Chief of Police or his designee to release the specific victim information to the media.

CURRENT OR ON-GOING SIGNIFICANT INCIDENTS

- * The on-duty communications supervisor will be responsible for initiating e-mail for all current or on-going significant incidents as they occur. This will include updates and a final closure of the incident.
- * The affected sworn supervisor will be responsible for filling out and sending a significant incident e-mail with all of the final information upon the completion/resolution of the incident.

S. THE EMERGENCY GENERATOR – CONSOLIDATED PUBLIC SAFETY COMMUNICATIONS CENTER

1. The Communications Center is equipped with an emergency generator that provides electrical power in case of a power outage.
2. The generator automatically starts and stops when power is lost or restored.

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3. Only certain essential circuits within the center are on this emergency power supply, including essential operating and lighting circuits in the Communications Division.
4. The emergency generator is inspected and tested weekly. Since the communications center is shared with the Fire Department, AFD is charged with testing the emergency generator.

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2-01-2 COMMUNICATIONS CENTER SECURITY

It is the policy of the Communications Division to provide professional, efficient, and accurate service to the personnel of the Albuquerque Police Department and the general public.

A. SECURITY OF THE COMMUNICATIONS CENTER

It is the policy of the Albuquerque Police Department to have guidelines in case of a bomb threat or a breach of security in the communications center.

B. BOMB THREATS FOR THE COMMUNICATIONS CENTER

1. The call taker will gather all pertinent information and create an incident for dispatch.
2. Dispatch units immediately and notify the Field supervisor of the proper area command.
3. The Communications supervisor will be responsible for notifying the Communications Manager and coordinate with AFD dispatch, also personnel within the communications center.
4. The Communications manager will determine whether the Communications Division is to be evacuated. The Communications supervisor will have the responsibility and make the determination to evacuate during off-duty hours. If evacuation is necessary, the Communications supervisor will set up alternative communications between headquarters and mobile units.

C. ACCESS TO COMMUNICATIONS

1. The Communications Division is a restricted area. Unauthorized persons must have permission from the supervisor to enter the Division.
2. Only personnel assigned to the current watch have authorized admittance to the Division.
3. Persons having business to conduct within the Communications Division are to conduct such business by telephone or radio, unless authorized by the watch supervisor.
4. The supervisor or the Communications manager approves tours through the Communications Division in advance. The supervisor will notify the manager of all tours.
5. Communications is strictly prohibited to prisoners.

D. BREACH OF INTERNAL SECURITY WITHIN THE COMMUNICATIONS CENTER

1. The Communications supervisor will immediately account for all personnel working within the unit.
2. The Communications supervisor will do the following:

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- a. Contact Department personnel who are working in the building after hours.
 - b. Advise the dispatcher to broadcast the situation on each dispatch frequency for the safety of any officer en-route to the Communication Center.
 - c. Notify the Communications Manager as soon as possible.
3. The Communications supervisor will determine if the Lieutenant for the area command should respond. If the Lieutenant is unavailable, notify the sector sergeant for the Communications building.
4. Under no circumstances will Communications personnel, including the supervisor, leave to investigate reports of unauthorized entries. It is the responsibility of the supervisor to maintain communications with the responding Field Supervisor.
5. The Communications supervisor will notify all concerned personnel when the Communications center has been declared secured and safe.

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2-01-3 JURISDICTIONS OF LOCAL POLICE AGENCIES

A. JURISDICTIONAL BOUNDARIES FOR APD

It is the policy of the Albuquerque Police Department to respond to areas under the jurisdiction of the City of Albuquerque. Normally, the Albuquerque Police Department does not respond to calls for service outside our jurisdiction.

B. JURISDICTION OF ALBUQUERQUE POLICE DEPARTMENT

1. The Albuquerque Police Department is a law enforcement agency of general jurisdiction within the corporate limits of the City of Albuquerque.
 - a. The Chief of Police or his designee may agree to extend the jurisdictional boundaries in areas of mutual interest with the county and/or state properties.
 - b. The Secure Treatment Facility, a State of New Mexico agency, is a facility of mutual interest; therefore, APD will respond to threats to life, welfare, escape, or disturbances. (2401 West Frontage NE).
2. The Albuquerque Police Department is charged with the enforcement of City Ordinances, Statutes of the State of New Mexico and Statutes of the United States.

C. JURISDICTION OF BERNALILLO COUNTRY SHERIFF'S OFFICE

1. The Bernalillo County Sheriff's Office is a law enforcement agency of general jurisdiction throughout Bernalillo County, including the City of Albuquerque, and exclusive of Federal Reservations.
2. All calls for service outside the City of Albuquerque, but within Bernalillo County, are referred to the Sheriff's Office.
3. The Sheriff's Office executes civil process within Bernalillo County. Albuquerque Police Department policy forbids the execution of civil process by officers with the exception of serving Orders of Protection for Domestic Violence.
4. The Sheriff's Office is charged with the enforcement of County Ordinances, the Statutes of the State of New Mexico and the Statutes of the United States.
5. Ordinances of the County of Bernalillo are not valid within the corporate limits of the City of Albuquerque. Deputies may enforce the Ordinances of the City of Albuquerque within the corporate limits of the City.

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D. JURISDICTION OF NEW MEXICO STATE FAIR GROUNDS

1. The New Mexico State Fair Grounds are within the city limits, but outside the jurisdiction of the Albuquerque Police Department and the Bernalillo County Sheriffs Office. The New Mexico State Police is the only law enforcement agency having general jurisdiction.
2. No APD police unit shall be dispatched to the State Fair Grounds without the permission of the sector sergeant.

E. JURISDICTION OF NEW MEXICO STATE POLICE

1. The New Mexico State Police have general jurisdiction throughout the State of New Mexico, excluding Federal Reservations. The NMSP also exercise jurisdiction on Indian land. The Bureau of Indian Affairs has issued NMSP officers a commission.
2. The NMSP are charged with the enforcement of the Statutes of the State of New Mexico and the Statutes of the United States of America.
3. Refer all traffic accidents occurring outside the corporate limits of Bernalillo County to the NMSP.
4. Refer reports of criminal violations from outside Bernalillo County, where the property jurisdiction cannot be readily determined where the proper agency cannot be contacted, or where the incident has occurred on Indian Lands, to the NMSP.
5. State Land is defined, as real property owned by the State of New Mexico. In some instances, the State of New Mexico has retained jurisdiction over this land such as the Department of Motor Vehicle Offices and sub-outlets.

F. JURISDICTION OF UNM POLICE

1. The University of New Mexico Police Department has general jurisdiction on lands owned by the State of New Mexico, which is under the control of the University of New Mexico. This area is outside the jurisdiction of APD.
2. UNM Police Department will be responsible for calls for service on UNM campus.
3. The City of Albuquerque and the University of New Mexico have a joint agreement, allowing APD to enter UNM property upon the request of UNM officials. Refer any such request to the sector sergeant.

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G. JURISDICTION OF FEDERAL AGENCIES

1. The United States Law Enforcement Agencies exercise jurisdiction only over offenses against the United States. Agencies are assigned responsibility for enforcement of various statutes. An offense occurring on a Federal Reservation or on Native American Land is within the jurisdiction of the Federal Government.
2. Federal and local agencies often exercise dual jurisdiction over certain offenses, such as a bank robbery or theft from an interstate shipment.
3. Federal Law Enforcement Agencies:
 - a. FEDERAL BUREAU OF INVESTIGATION
 - The FBI has jurisdiction over all Federal crimes not specifically assigned to another Federal Agency.
 - Common offenses are robbery of a FDIC insured bank, thefts from Interstate shipments and U.S. property, interstate transportation of stolen vehicles, unlawful flight to avoid prosecution, and crimes occurring on Federal Reservations and Native American Lands.
 - b. BUREAU OF ALCOHOL, TOBACCO, AND FIREARMS

The ATF is charged with the enforcement of statutes relating to the taxation of Alcohol, Tobacco, and Firearms. The enforcement of the 1968 Firearms Control Act is assigned to this agency.
 - c. DRUG ENFORCEMENT AGENCY

The DEA enforces statutes relating to the taxation and importation of dangerous drugs and narcotics.
 - d. SECRET SERVICE

The Secret Service enforces statutes relating to counterfeit money and the protection of the President of the United State and certain other dignitaries.
 - e. IMMIGRATION AND NATURALIZATION SERVICE

This agency enforces of statutes relating to immigration into the United States and the naturalization of persons as citizens of the United States.

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H. FEDERAL RESERVATION JURISDICTIONS

1. A Federal Reservation is property owned by the United States in which jurisdiction has not been ceded to the State of New Mexico. It also includes property purchased by the United States sharing jurisdiction with the State of New Mexico. No Albuquerque Police Officer shall be dispatched to a Federal Reservation without the express permission of the area supervisor, except for routine follow-up investigations.
2. The Albuquerque Indian School and the Job Corps Center are considered Federal reservations; the City of Albuquerque has joint jurisdiction and will respond to any calls for service.
3. The Albuquerque Veteran's Hospital is outside the city limits and is located on a Federal Reservation.
4. The City of Albuquerque does not have joint jurisdiction for the following Federal locations:
 - a. Federal Courthouse, 333 Lomas Blvd SW
 - b. Federal Building, 421 Gold SW
 - c. Federal Building, 123 4th St. SW
 - d. Federal Parking Structure, 6th and Lead SW
 - e. Kirtland Air Force Base
 - f. Veteran's Hospital
5. Below is a partial list of Federal locations with joint jurisdictions:
 - a. GSA Motor Pool, 1800 12th St NW
 - b. GSA Warehouse, 1600 12th St NW
 - c. Federal Building 517 Gold SW and US Courthouse, 500 Gold SW
 - d. Main US Postal Service Office, 1135 Broadway NE
 - e. Job Corps
 - f. Albuquerque Indian School

I. JURISDICTION OF NATIVE AMERICAN LANDS

1. Land is property owned by a tribal group of Native Americans under treaty with the United States. The tribal government and the Federal authorities share jurisdiction.
2. There are several Indian Reservations and Pueblos in the immediate Albuquerque area:
 - a. Sandia Pueblo
 - b. San Felipe Pueblo
 - c. Santa Ana Pueblo
 - d. Zia Pueblo

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3. There are two law enforcement agencies that routinely perform law enforcement functions on Native American Lands.
 - a. FEDERAL INDIAN POLICE:

The Federal Indian Police have general jurisdiction on Native American Lands. They are Federal Agents commissioned by the Department of Interior, Bureau of Indian Affairs. They may arrest any person, Native American, or non-Native American, for any crime committed on tribal lands. They also assist and train Tribal Police Agencies.
 - b. TRIBAL POLICE:

Tribal Police Agencies have limited jurisdiction on tribal lands. They have authority only over misdemeanor offenses on tribal lands. A Native American charged with a misdemeanor offense is brought before the Tribal Court; a non-Native American charged with a misdemeanor offense is brought before the proper state court. In case of a felony offense, the Tribal Police notify the Federal Indian Police.
4. There are four Tribal Police Agencies in the Albuquerque Area:
 - a. Acoma
 - b. Isleta
 - c. Laguna
 - d. Zia
5. The New Mexico State Police maintain radio communications with Isleta, Laguna, and Zia Tribal Police, and routinely notify these agencies of calls for service.
6. No Albuquerque Police Officer shall be dispatched to a Federal Reservation without the permission of the area supervisor, except for routine follow-up investigations.

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2-01-4 DISPATCH PROCEDURES - INCIDENTS

A. DISPATCH ALBUQUERQUE POLICE DEPARTMENT OPEN SPACE AREA

APD Open Space

1. All APD Open Space officers and APD Open Space NM Mounted Patrol Reserve officers will log onto City Wide (WID) area and monitor APD communications for the closest area command assigned radio air assigned.
 - * If officers have no KDT they will notify dispatch via radio communications or by phone call out over the air and have the APD dispatcher log officers unit onto City Wide area.
2. All APD Open Space and APD Open Space NM Mounted Patrol Reserve officers will advise APD dispatch what radio air they will be monitoring during their daily assignment.
3. APD Open Space and APD Open Space NM Mounted Patrol Reserve officers assigned to Open Space will be subject to responding to all law enforcement calls for service in that area.
 - a. APD dispatch will voice and digitally dispatch all law enforcement calls to officers assigned to Open Space.
 - b. APD Open Space and APD Open Space NM Mounted Patrol Reserve officers will call out on the assigned APD dispatch channel when dealing with a law enforcement situation.
 - c. If an APD Open Space or APD Open Space NM Mounted Patrol Reserve officer receives a law enforcement call from Open Space dispatch the officer will call out and advise APD dispatch of the location and additional information.
4. APD Open Space and APD Open Space NM Mounted Patrol Reserve officers will scan Open Space dispatch air for all non-law enforcement calls for service.

Open Space officers will callout on Open Space dispatch air for all non-law enforcement information.
5. Radio Frequency in numeric order:

1. Open Space 1	9. Southeast
2. Valley Air	10. City TAC
3. Westside	11. Cotton Wood
4. West TAC	12. North BCSO
5. Foothills	13. South BCSO
6. NCIC	14. East BCSO
7. East TAC	15. Event 1
8. Northeast	16. Rover 16

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B. APD Floor Supervisor

When assistance is requested from Open Space:

1. APD on duty Floor Supervisor will contact Open Space by using on call list.

On a monthly basis the Open Space Section will provide APD Communications with an updated on call list.

2. The on duty or on-call Open Space supervisor will be contacted when requests are made for the following services:
 - a. Hovercraft
 - b. ATV's
 - c. 4X4 wheel drive vehicles Search and Rescue equipment

C. CALLS IN OPEN SPACE

Open Space CFS have some distinct problems therefore the following protocol will be utilized for OS.

1. Auto Burglaries
 - In Progress- Dispatch 2 officers and notify Sergeant
 - Delayed- Dispatch 1 officer, report and F.I work done
2. Vandalism
 - In Progress- Dispatch 2 officers and notify Sergeant
 - Delayed- Dispatch officer, report taken
3. Search and Rescue
 - Dispatch officer and Sergeant
 - Notify State Police to activate Search and Rescue at request of the duty Sergeant
4. Domestic*
5. Drinking in public
 - Dispatch 1 officer (dependant on number of subjects)
6. Parties
 - Dispatch 1 officer to check the area and advise on additional units
7. Narcotics*
8. Drunk drivers*

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9. Sex Offences*
10. Suicides*
11. Assault/Batteries*
12. Larceny*
13. Auto Thefts from Open Space
 - Progress- Dispatch 2 officers, possibly Sergeant
 - Delayed report- Dispatch 1 officer to take report
14. Discharging of firearms*
15. Illegal Hunting
 - Dispatch 2 officers, notify Sergeant
16. Juveniles (disturbances)
 - Dispatch Officer to 10-10 area
17. Fires/Arson
 - Dispatch officer and Sergeant notify AFD/BCFD
Sergeant will advise on additional units. Notify Lieutenant for possibly ERT activation.
18. Loud Music
 - * Dispatch 1 officer
19. Traffic Accident with/without injuries. *
20. Audible Alarms *
21. Rescue Calls (injured park visitors) *
22. Vehicle locked in Open Space Parks.
 - Notify on duty Sergeant and advise citizen vehicle will be left in over night. (Policy).
23. Illegal Dumping
 - In Progress- Dispatch 1 Officer
 - Delayed- Dispatch 1 Officer to make a maintenance request.
24. Removal of natural resources
 - Dispatch 1 Officer
25. Animal calls/Restraint of animals in Open Space
 - Dispatch district officer to 10-10 area.
26. Vehicle Trespass (Vehicles in Bosque, dirt bikes in Foothills etc.)
 - Dispatch 1 Officer

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27. Stolen Vehicle/Abandon Vehicles in Open Space

- Occupied *
- Unoccupied *

28. Visitor Questions/ Wishes to make contact with officer

- Dispatch 1 Officer

* = **Same as Standard Albuquerque Police Department Policy**

D. DISPATCH OF UNITS OUTSIDE THE CITY OF ALBUQUERQUE

1. Communications shall not dispatch any unit to locations outside the city limits, without permission of the sector sergeant.
2. If there is an immediate threat to life or property and the jurisdiction cannot be readily determined, or is in dispute with another agency, a police officer will be dispatched.
3. Routine dispatching procedures shall be followed when City property or personnel are involved in the following instances:
 - a. Traffic accident involving APD vehicles
 - b. Private property accident involving any city vehicle
 - c. Theft of City property
 - d. Injury to an on-duty police officer.

E. DISPATCH OF A UNIT ON CIVIL SITUATIONS

The Communications Division shall not dispatch officers on civil complaints; e.g., landlord/tenant problem, employer/employee problem, contractual disputes, etc., where there is no criminal violation of the law. The complainant will be advised to contact an attorney or appropriate agency for advice or assistance. A police officer may be dispatched depending on the circumstances; e.g. Disturbance, fight, etc.

F. DISPATCH OF UNIT ON LABOR DISPUTE

The Communications Division shall not dispatch a unit to a labor dispute without the express permission of the sector sergeant.

G.. DISPATCHING OF WRECKERS

It is the policy of the Albuquerque Police Department to tow vehicles.

1. Wrecker of the Day
 - a. The City Treasurer's Office provides the Communications Section with a schedule of wrecker companies, which rotate on a weekly basis. This schedule determines the "Wrecker of the Day".

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- b. Wrecker requests will be considered as a request for the wrecker of the day, unless the vehicle owner requests a specific wrecker.
- c. If Communications personnel cannot contact the wrecker of the day, the next wrecker on the call out list will be contacted. A notation of the change will be added to the CADS incident.

2. Wrecker Requests

- a. All requests for wreckers by members of APD will be channeled through the Communications Division.
- b. Upon receiving a request from an officer, the dispatcher will:
 - Check the boundaries listed below and call the wrecker of the day.
 - Provide their operator number and the location the wrecker is needed to the towing company.
 - Add comments to the officer's incident indicating the name of the wrecker called.
- c. If the wrecker of the day does not have a wrecker available for dispatch, the next wrecker on the schedule shall be called. If the wrecker of the day calls another towing company to provide the service, they will notify the Communications dispatcher of the Wrecker Company.
- d. If a wrecker has not arrived at the location within 30 minutes, the Communications operator will call the wrecker Company to ascertain if the wrecker has been dispatched and the estimated time of arrival.
 - After 30 minutes, cancel the wrecker by telephone. Note the cancellation on the CADS incident and request the next wrecker on call.

3. Triple A (AAA) Wreckers

When a citizen makes a request for a wrecker from Triple A, Communications personnel will not need to obtain membership information.

4. Towing Police Vehicles

- a. When a wrecker is requested for a police vehicle, Communications personnel shall contact vehicle maintenance for a wrecker.

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- b. If City Yards, vehicle maintenance, does not have a wrecker available, or if it is after hours and they are closed, contact Malcolm Wrecker to tow the vehicle.
5. City of Albuquerque Vehicles
 - a. The wrecker firm that has the contract with the City of Albuquerque will tow all city vehicles.
 - b. If a Class D wrecker is needed, contact the Communications supervisor.
6. Abandoned Vehicles
 - a. Personnel receiving a report of an abandoned vehicle shall obtain the license number and run an inquiry through NCIC.
 - Create an incident for dispatch when the vehicle has been reported stolen.
 - If the vehicle is not stolen, refer the caller to the abandoned vehicle hotline at 768-2277 or 768-CARS or area substations.
 - b. If a vehicle is abandoned under suspicious circumstances, which may indicate that it is possibly stolen or involved in a criminal offense, an officer shall be dispatched.

H. BONDSMAN AND BOUNTY HUNTER AUTHORITY

1. Calls received from a bondsman or bounty hunter requesting a police response to a location will only be dispatched when there is a valid arrest warrant for the individual or there is a disturbance.
2. When a call is received a bondsman will properly identify himself as a bondsman/bounty hunter to the operator.
3. A bondsman/bounty hunter must have the name, date of birth and / or social security number of the individual.
4. The operator must then verify the warrant through the National Crime Information Center (NCIC).
5. If the warrant is valid then the operator will create a call for service and will be prioritized as follows:
 - a. All felony warrants will be entered as a Priority 2.
 - b. All misdemeanor warrants will be entered as a Priority 3.
 - c. At any time a disturbance is relates to one of these calls, the call will be entered or changed to a Priority 1.
 - d. If the warrant is not valid, the operator will then advise the bondsman/bounty hunter that the warrant is not valid and that officers will not be responding.

Effective: 08/13/2007; Replaces: 05/19/2006

2-01-5 EMERGENCY NOTIFICATIONS

Delivering messages is a legitimate law enforcement function. The two categories of messages will be death notifications and emergency messages.

A. DEATH NOTIFICATIONS

1. Do not accept out of state death notifications over the telephone.
2. Out of state callers will be instructed to contact their local law enforcement agency and request a Teletype be sent through the National Law Enforcement Telecommunications System. The operator will provide the caller with the ORI number.
3. Upon receipt of the Teletype, create a call for dispatch with the ten-code type as a 10-51 and a priority level 3.
4. The on-call Chaplain will be notified and dispatched to the location.
5. The Chaplain will telephone the Communications supervisor once the notification has been made. The supervisor will add comments to the incident and clear the Chaplain from the call.

B. EMERGENCY MESSAGES

Emergency messages are welfare checks, medical emergency notifications, etc. These messages are received from an outside agency by Teletype and are dispatched to a beat officer or public safety aide for follow-up, if agency has no Teletype capability, fax can be acceptable.

Effective: 08/13/2007; Replaces: 05/19/2006

2-01-6 PROCEDURES FOR HAZARDOUS MATERIALS RESPONSE

It is the policy of the Albuquerque Police Department to set forth guidelines in case of a hazardous material incident.

A. COMMUNICATIONS SUPERVISOR RESPONSIBILITIES

1. The supervisor will contact the Office of Emergency Management (OEM) at the request of a Field Supervisor.
2. The supervisor will notify the Duty Chief, affected area commander, and the public information officer (PIO).
3. The supervisor will provide a dispatcher if feasible to secure a frequency, and coordinate personnel by assigning tasks and relaying information.

B. DISPATCHER RESPONSIBILITIES

1. The dispatcher will advise responding officers of all information relative to the hazardous material incident while contacting the State Police and Fire Department.
2. The dispatcher will keep officers at the location updated with information from the field supervisor.
3. The dispatcher will remain at the assignment until the Operations supervisor provides a relief.

C. EVACUATION PROCEDURES

Communications personnel assigned to evacuation notification will:

1. Write down instructions from the supervisor exactly as they were received.
 - a. For large buildings, the field supervisor will provide accurate directions for evacuation routes.
 - b. The Field Supervisor will determine alternative evacuation routes.
2. Once telephone contact is made with an individual, advise the party who is calling and why. Relay instructions exactly as they are received and avoid lengthy conversations or explanations.
3. If there are any questions regarding alternative evacuation routes, contact the field supervisor in charge. Do not allow the citizens to select their own route.

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D. OPERATIONAL PLAN for BIOLOGICAL DETECTION SYSTEM ALARM

Communications Responsibility:

In the event of a confirmed B.D.S. alarm, the Albuquerque Police Department is prepared to provide traffic control, physical security, criminal investigation, prisoner security and any other duty that lies within the purview of accepted law enforcement responsibilities.

Dispatch and Response Procedure

a. Planned Event steps;

1. The US Postal Service will contact the 911 System to notify the Albuquerque Fire and Police Departments of a BDS alarm and any additional information.
2. The APD dispatch will immediately dispatch an available field service supervisor and additional units to begin securing a perimeter around the US Postal Office property at 1135 Broadway NE.
3. The APD supervisor on duty will then alert the on call Emergency Response Team (ERT) to provide extended police services during the event.
4. The APD supervisor on duty will then alert the PIO to respond to the Joint Media Center designated by US Post Office, APD, AFD, FBI, Metro Division Commander and Health Officials.
5. The APD dispatch will contact the Santa Fe Railroad Police to advise them of the alert.

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Traffic and Containment Plan:

The Traffic plan will require the services of a minimum of eight officers plus one supervisor to coordinate the deployment. It is unlikely that the necessary area command personnel will be available to fully implement this plan. Consequently, this plan is based on the ERT response to the site.

Traffic Assignments

- 1st Street and Mountain Road – divert all eastbound traffic north
- South parking lot of the US Postal Office behind the Burger King – prevent all ingress and egress to and from the US Post Office parking lot (two officers preferred).
- Broadway and Lomas Blvd – divert all westbound Lomas traffic south.
- Broadway and Lomas Blvd – divert all northbound Lomas traffic east.
- Broadway and Marble – divert all westbound Marble traffic to east.
- Broadway and Granite – divert all westbound Granite traffic to east.
- Edith and Mountain Road – divert westbound mountain traffic north and south.
- Broadway and Rosemont – divert all southbound Broadway traffic back north.

* APD should consider the use of traffic barricades to reduce staffing overtime hours if the duration of the event is projected to exceed 6 hours.

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2-01-7 DESCRIPTION OF A PERSON OR A VEHICLE

- A. A description of a person shall be obtained in the following standardized order:
1. Name
 2. Sex
 3. Race
 4. Age
 5. Height
 6. Weight
 7. Hair
 8. Eyes
 9. Complexion
 10. Physical appearance (marks, scars, limp)
 11. Clothing (head to food)
 - a. Hat
 - b. Shirt and tie
 - c. Coat
 - d. Trousers
 - e. Socks
 - f. Shoes
- B. The sequence is used when recording a description from a caller and broadcasting descriptions over the frequency.
- C. Obtain the description of a vehicle in the following standardized order. Remember the word "CYMBALS" when describing motor vehicles.
1. Color
 2. Year
 3. Make
 4. Body style
 5. License plate number or Vehicle Identification Number
 6. State

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D. CADS AND COMMUNICATIONS ABBREVIATIONS /ACRONYMS

COLORS:

BEG	=	BEIGE
BLK	=	BLACK
BLN	=	BLONDE
BLU	=	BLUE
BRN	=	BROWN
BRZ	=	BRONZE
CHR	=	CHROME
COPR	=	COPPER
CRM	=	CRÈME
DK	=	DARK
GLD	=	GOLD
GRN	=	GREEN
GRY	=	GRAY
HAZ	=	HAZEL
LAV	=	LAVENDER
LT	=	LIGHT
MAR	=	MAROON
MUL-COL	=	MULTI COLOR
ONG	=	ORANGE
PNK	=	PINK
PUR	=	PURPLE
RED	=	RED
SIL	=	SILVER
TAN	=	TAN
TRQ	=	TURQUOISE
WHI	=	WHITE
YEL	=	YELLOW

BODY PARTS:

L ARM	=	LEFT ARM
L EYE	=	LEFT EYE
L FOOT	=	LEFT FOOT
L HAND	=	LEFT HAND
L LEG	=	LEFT LEG
L SHLD	=	LEFT SHOULDER
R ARM	=	RIGHT ARM
R EYE	=	RIGHT EYE
R HAND	=	RIGHT HAND
R LEG	=	RIGHT LEG
R SHLD	=	RIGHT SHOULDER
R FOOT	=	RIGHT FOOT
UL ARM	=	UPPER LEFT ARM
UL LEG	=	UPPER LEFT LEG
UR ARM	=	UPPER RIGHT ARM
UR LEG	=	UPPER RIGHT LEG

PLACES:

ABQ	=	ALBUQUERQUE
MDC	=	METRO DETEN CENTER
BCSO	=	BERN COUNTY SHERIFF
DA	=	DISTRICT ATTORNEY
DEA	=	DRUG ENFORCE AGENCY
DHOME	=	JUV DETENTION CENTER
EOD	=	EXPLOSIVE ORD DISPOSAL
FBI	=	FEDERAL BUREAU INVEST
HOSP	=	HOSPITAL
HSD	=	HUMAN SERVICES DEPT
MVD	=	MOTOR VEH DEPT
NCIC	=	NATIONAL CRIME INFO CNT
NMSP	=	NM STATE POLICE
VA	=	VETERANS HOSPITAL

PERSONS:

AKA	=	ALSO KNOWN AS
BFA	=	BLACK FEMALE ADULT
BMA	=	BLACK MALE ADULT
DOB	=	DATE OF BIRTH
HAI	=	HAIR COLOR
HGT	=	HEIGHT
HVY	=	HEAVYSET
IFA	=	INDIAN FEMALE ADULT
IMA	=	INDIAN MALE ADULT
JUV/IO-30	=	JUVENILE
LNG	=	LONG
OFA	=	ORIENTAL FEMALE ADULT
OMA	=	ORIENTAL MALE ADULT
DLN	=	DRIVERS LICENSE NUMBER
SFA	=	SPANISH FEMALE ADULT
SMA	=	SPANISH MALE ADULT
SKN	=	SKIN TONE
SOC	=	SOCIAL SECURITY NUMBER
WFA	=	WHITE FEMALE ADULT
WMA	=	WHITE MALE ADULT
MID EAST F	=	MIDDLE EASTERN FEMALE
MID EAST M	=	MIDDLE EASTERN MALE

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VEHICLES:

AMER	=	AMERICAN MOTORS
BMW	=	BRIT MOTOR WORKS
BUIC	=	BUICK
CADI	=	CADILLAC
CHEV	=	CHEVY
CHRY	=	CHRYSLER
CONV	=	CONVERTIBLE
DATS	=	DATSUN
DIAH	=	DAIHATSU
DODG	=	DODGE
DR	=	DOOR
GEO	=	GEO
HAR-DAV	=	HARLEY DAVIDSON
HYUN	=	HYUNDAI
ISU	=	ISUZU
JAGU	=	JAGUAR
LIC	=	LICENSE PLATE
LINC	=	LINCOLN CONTINENTAL
MAZD	=	MAZDA
MERZ	=	MERCEDES BENZ
MERC	=	MERCURY
MIT	=	MITSUBISHI
MONTE	=	MONTE CARLO
MC	=	MOTORCYCLE
NISS	=	NISSAN
OLDS	=	OLDSMOBILE
PEUG	=	PEUGEOT
PK	=	PICKUP TRUCK
PLYM	=	PLYMOUTH
PONT	=	PONTIAC
PORS	=	PORSCHE
RENA	=	RENAULT
STRN	=	SATURN
SW	=	STATION WAGON
SUBA	=	SUBARU
SUZI	=	SUZUKI
TOYT	=	TOYOTA
VOLK	=	VOLKSWAGON
VOLV	=	VOLVO

STATES:

AK	=	ALASKA
AL	=	ALABAMA
AR	=	ARKANSAS
AZ	=	ARIZONA
CA	=	CALIFORNIA
CO	=	COLORADO
CT	=	CONNECTICUT
DE	=	DELAWARE
FL	=	FLORIDA
GA	=	GEORGIA
HI	=	HAWAII
IA	=	IOWA
ID	=	IDAHO
IL	=	ILLINOIS
IN	=	INDIANA
KS	=	KANSAS
KY	=	KENTUCKY
LA	=	LOUISIANA
MA	=	MASSACHUSETTS
MD	=	MARYLAND
ME	=	MAINE
MI	=	MICHIGAN
MN	=	MINNESOTA
MO	=	MISSOURI
MS	=	MISSISSIPPI
MT	=	MONTANA
NC	=	NORTH CAROLINA
ND	=	NORTH DAKOTA
NE	=	NEBRASKA
NH	=	NEW HAMPSHIRE
NJ	=	NEW JERSEY
NM	=	NEW MEXICO
NV	=	NEVADA
NY	=	NEW YORK
OH	=	OHIO
OK	=	OKLAHOMA
OR	=	OREGON
PA	=	PENNSYLVANIA
RI	=	RHODE ISLAND
SC	=	SOUTH CAROLINA
SD	=	SOUTH DAKOTA
TN	=	TENNESSEE
TX	=	TEXAS
UT	=	UTAH
VA	=	VIRGINIA
VT	=	VERMONT
WA	=	WASHINGTON
WI	=	WISCONSIN
WV	=	WEST VIRGINIA
WY	=	WYOMING

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MISCELLANEOUS:

20	=	LOCATION	INS	=	INSURANCE
21	=	PHONE OR CALL	JKT	=	JACKET
27-5A	=	AUTO BURGLARY	JNS	=	JEANS
27-5R	=	RESIDENTIAL BURGLARY	K-9	=	CANINE
27-5C	=	COMMERCIAL BURGLARY	KDT	=	DISPLAY TERM
30/JUV	=	JUVENILE	LARC	=	LARCENY
34	=	OFFICER OR MEET OFFICER	LOC	=	LOCATION
ADV	=	ADVISE	MISD	=	MISDEMEANOR
AGG	=	AGGRAVATED	MP	=	MOBILE PHONE
ANON	=	ANONYMOUS	NB	=	NORTHBOUND
APT	=	APARTMENT	NOD	=	NO OTHER DESC
ATL	=	ATTEMPT TO LOCATE	NOI	=	NO OTHER INFO
ATT	=	ATTEMPT/ATTEMPTED	OCCD	=	OCCURRED
BF	=	BOYFRIEND	OFFN	=	OFFENDER
BLDG	=	BUILDING	PED	=	PEDESTRIAN
BOLO	=	BE ON THE LOOKOUT	PL	=	PARKING LOT
BRO	=	BROTHER	POSS	=	POSSIBLE
BURG	=	BURGLARY	POV	=	PRIV OWNED VEH
BUSN	=	BUSINESS	PP	=	PAY PHONE
CACU	=	CRIMES AGAINST CHILDREN	PRIV PROP	=	PRIVATE PROPERTY
CLR	=	CALLER	REF	=	REFERENCE
COMP	=	COMPANY	REQ	=	REQUEST
COMM	=	COMMERCIAL	RES	=	RESIDENTIAL/RESIDENT
D & O	=	DOWN AND OUT	RP	=	RESPONSIBLE PARTY
DESC	=	DESCRIPTION	SB	=	SOUTHBOUND
DISC	=	DISCOVER/DISCOVERED	SEC	=	SECURITY
DL	=	DRIVER'S LICENSE	SGT	=	SERGEANT
DOT	=	DIRECTION OF TRAVEL	SIS	=	SISTER
DTR	=	DAUGHTER	SOP	=	STANDARD OPERATING PROCEDURES
DWI	=	DRIVING WHILE INTOXICATED	SUBJ	=	SUBJECT
EB	=	EASTBOUND	SUSP	=	SUSPECT
ENR	=	ENROUTE	SWAT	=	SPECIAL WEAPONS & TACTICAL
ER	=	EMERGENCY ROOM			
ETA	=	ESTIMATED TIME OF ARRIVAL			
FEL	=	FELONY	TD	=	TIME DELAY
FYI	=	FOR YOUR INFORMATION	TOT	=	TRANSPORT/TRANSFER
GF	=	GIRLFRIEND	UNK	=	UNKNOWN
GOA*	=	GONE ON ARRIVAL	VICT	=	VICTIM
GRAF	=	GRAFFITI	29	=	WARRANT
H & R	=	HIT AND RUN	WB	=	WESTBOUND
HUSB	=	HUSBAND	WEAP	=	WEAPONS
IN CUST	=	IN CUSTODY	VA	=	VICTIMS ADVOCATE
INDV	=	INDIVIDUAL			
INPROG	=	IN PROGRESS			

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NCIC ABBREVIATIONS

BROWN	=	BRO
CHROME	=	COM
COPPER	=	CPR
DARK	=	D
LIGHT	=	L
PURPLE	=	PLE

ORIENTAL/ASIAN	=	A
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NEBRASKA	=	NB
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CONVERTIBLE	=	CV
HARLEY DAVIDSON	=	HD
MONTE CARLO	=	MOC

Effective: 08/13/2007; Replaces: 05/19/2006

2-01-8 BROADCAST FORMS AND ATTEMPT TO LOCATE

It is the policy of the Communications Section to provide a standardized format and procedures for broadcasts of wanted and missing persons, attempt to locate, wanted vehicles, and stolen vehicles.

A. PROCEDURES

1. An attempt to locate can be requested for several different reasons.
2. When an attempt to locate is requested, the operator will fill out a broadcast form. The BOLO message should be sent to all consoles. The message can be sent to specific officers in the field.
3. When receiving a broadcast form or BOLO, the radio dispatcher will broadcast the attempt to locate over the frequency talk group.
4. An important broadcast shall be repeated as necessary to insure that officers who were out of service during the original broadcast receive it.
5. Broadcast forms are in the attempt to locate book located in center of room.
6. BOLO messages sent on the CADS are not stored within the system. A hard copy will be printed and placed in the attempt to locate book in the proper section (missing person, wanted person, stolen vehicles, etc.)
7. The attempt to locate book will be purged every three days.

B. THE BROADCAST FORM

1. The date and time of the occurrence are written in. The operator records their operator number in the dispatcher field.
2. The appropriate box is marked for the type of attempt to locate, and the reference number is added when the attempt to locate is relative to an incident.
3. The ORI number, armed, and weapon fields are filled in when appropriate. The operator writes in a brief synopsis of the reason for the broadcast and includes the location of the incident and direction of travel.
4. The rest of the fields are filled with information obtained from the person requesting the Attempt to Locate.
5. The requestor's name and telephone number or the unit number is written in the remark field along with any additional information.

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C. ATTEMPT TO LOCATE PROTOCOLS

All Attempts to Locate (ATL)s will be voiced dispatched and sent in detailed message form via MDT.

1. Upon receiving a call for a driver or vehicle that the caller has provided a plate number, the call taker will enter the ATL as a call/event and the PN; command will be used to enter the plate and state information of the vehicle. This is to include any ATLs given by TRU with PN; information. Please note on call that the created event is an ATL only and add if TRU has passed on this information.
2. Also create a detailed ATL in message form via MDT, including event number if referred to a call. ATL will be sent out to all units, all communication personnel and printed for the ATL book.
3. If the Telephone Reporting Unit receives an ATL the call taker will create a detailed ATL in a message.
4. Upon receiving a call that states a weapon was used or seen the call taker will create a call for service. Remarks on call will read that caller is requesting contact and at what updated location if different from original call. If the caller refuses contact by an officer then a call will be created to search for the vehicle or offender in the area last seen and added remarks will include negative contact. Operator will create a detailed message via MDT and send out to all officers, dispatchers and the call will be printed. At no time when a weapon is indicated or involved will only an ATL be accepted.

Effective: 08/13/2007; Replaces: 05/19/2006

2-01-9 TELEPHONES FOR THE HEARING AND SPEECH IMPAIRED

It is the policy of the Communications Division to provide services to everyone in the community; this includes the hearing and speech impaired.

- A. A TTY is a device equipped with a typewriter keypad that allows the user to converse. The TTY transmits the conversation in tones through the telephone line to another TTY. The other TTY receives the tones and translates it back into language. It displays on the TTY screen.
- B. A call that is coming from a TTY is identified by the tones heard on the telephone line. It sounds similar to FAX machine tones.
- C. The Communications Computer VESTA System has TTY capability. When hearing the tones on the telephone or any time a line is open with no one speaking, activate the VESTA TTY. VESTA takes both 911 and 242-COPS TTY calls.
- D. The Section also receives telephone calls from New Mexico Relay. New Mexico Relay is a state service providing the hearing and speech impaired community with operators who are equipped with a TTY. New Mexico Relay operators call a hearing person for the impaired and relay the conversation word for word.
- E. When NM Relay is used, the Relay operator is an invisible link. The operator provides a voice for the person using the TTY. Phrases like "Telling him or her" or "Ask him or her" are not used because the operator is speaking directly for the person whose turn it is to speak.

Effective: 08/13/2007; Replaces: 05/19/2006

2-01-10 911 GUIDELINES

It is the policy of the Communications Division to coordinate the delivery of police services using telephone and digital communication equipment.

A. 911 FUNCTIONS -RESPONSIBILITIES OF THE 911 OPERATOR

1. The 911 Operator is the first contact for a citizen seeking emergency assistance. This contact is important in order to portray a professional attitude and to obtain information necessary for the proper handling of the call.
2. The 911 Operator must control or “take charge” of the conversation. Many calls will be of an emergency nature, and the caller may be very excited or emotionally upset. It is the responsibility of the 911 Operator to calm the caller and determine the need and who should respond.
3. **911 Operator will always ask caller if contact is needed. When additional phone calls come into Communications Center remarks of this call will be added to original CAD Incident.**

B. BASIC CALL HANDLING

Refresher in basic call handling techniques. How to answer the telephones, and what to ask. Consistency among all 911 Operators in the handling of specific calls.

1. **How to answer the phone:**
 - a. **Non-Emergency: Albuquerque Police, Operator #, How may I help you?**
 - b. **Emergency: Albuquerque 911 or Albuquerque Police 911 Operator # Where is Your Emergency. (This mandated by the State of NM)**
2. **The 6 W's**
 - a. **Where?**
 - **Always verify the address where the APD or AFD personnel are needed. Verify the telephone number. (Examples are large business, PBX lines, banks etc. The main office number and location will appear, not always where the police are needed). The caller is not always at the location of the emergency.**
 - **Name of the calling party**
 - **Who is the calling party/how is the calling party involved**
 - **Phone number of calling party**
 - **Address of the calling party's location (if other than location of emergency).**
 - b. **When?**
 - **Is this in-progress?**

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- When did the incident occur?
- What is the time delay?

c. Who?

- Who is involved?
- How many? (Descriptions of all involved are needed. Obtain the best description possible per SOP).
- Subjects: Name, Sex, Race, Age (top to bottom), Height, Weight, Hair Color, Clothing (outer to inner), any distinguishing marks or tattoos.
- Vehicles: Color, Year, Make, BodyType, Additional (any damage o vehicle, or anything unusual about the vehicle as in fog lights, chain steering wheel, etc.)
- Is the offender violent or known to be violent?

d. What?

- What is happening now?
- What did happen?
- Has anyone been drinking or taking drugs?
- Is the person intoxicated?

e. Why?

If not already obvious, why are the Police or Rescue needed?

- Injuries
 - * Has anyone been injured?
 - * Do you need paramedics?
 - * Obtain the following information if anyone has been injured:
 - * Male or Female
 - * Age or approximate age
 - * If conscious and or breathing (This information is required by AFD.)

If the situation permits and the caller is the victim or with a victim the operator will stay on the line and transfer the call to the Albuquerque Fire Department for medical advice (Per SOP).

f. Weapons?

- Are there any weapons involved?
- What type of weapons?
- Where is the weapon at this time?

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- **Does the subject have the weapon in his/her possession or access to the weapon?**

C. PERTINENT INFORMATION

- 1. Descriptions:**
 - a. Get the best description possible. (Per SOP)**
 - b. Subjects: Sex Race Hair Color Eye Color Height Weight Clothing (outer & inner) and distinguishing marks or tattoos.**
 - c. Vehicles: Color Make Model Year Body Type. Additional (any damage to vehicle or anything unusual about the vehicle as in fog lights chain steering wheel etc.), License Plate, State.**
- 2. Weapons**
 - a. Are there any weapons involved? What type of weapons and where are they at this time? Does the subject have the weapons in his possession or just access to the weapon?**
- 3. Drug/Alcohol**
 - a. Has anyone been drinking or taking drugs? Is the person intoxicated?**
- 4. Has anyone been injured? Do you need the paramedics? Get the information if anyone has been injured: Male/Female, Age, Conscience/Breathing? (This information is required by AFD). If the situation permits and the caller is the victim or with a victim the operator will stay on the line and transfer the call to the Albuquerque Fire Department for medical advice (Per SOP).**

D. TELEPHONE CONDUCT

1. Incoming telephone calls are answered promptly to determine if a need for police or other emergency services exist.
2. Use telephone etiquette on every telephone call. The call taker will make a reasonable effort to supply information and/or assistance to a caller. When necessary, promptly refer the caller to the appropriate department, section, or outside agency.
3. When answering a 911 line, the operator will advise the calling party they have reached 911 emergency services for the Albuquerque Police and will provide their operator number.
4. The 911 Operator will be responsible for obtaining information necessary to determine if the call is an emergency as soon as possible.
 - a. If the call is an emergency, the operator will obtain the pertinent information for dispatch and create a call for service using the incident initiate form in the CADS System.
 - b. If the call is not an emergency but requires dispatch, the operator will create the incident before the call is disconnected. The operator will also

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- inform the caller that non-emergency requests for service are made through the 242-COPS number.
- c. If the call is not an emergency and other emergency lines are ringing, ask the citizen to call back on the non-emergency line.
- d. If the call is not of a police nature, the operator will supply the caller with the appropriate agency and telephone number
- 5. The operator will answer all non-emergency type lines with a greeting supplying the Department's name (**Example: Albuquerque Police Department Operator # How May I Help You**).
- 6. The 911 operator is responsible for obtaining information to determine if police dispatch is needed, or if the request can be satisfied over the telephone by referral or information, i.e.: Joy Junction, UNMH, District Court, or the Telephone Reporting Unit.
- 7. Using the CADS, 911 operators should keep themselves informed of conditions in the field that may result in the delayed arrival of a field unit and inform the callers of the delay.
- 8. The operator should not make any commitments to the citizen. If a commitment is made, add comments to the incident for the dispatcher and the officer who is expected to meet the commitment.
- 9. In all cases, the operator will try to satisfy as many requests or inquiries as possible during the original contact. Refer calls only when necessary.

C. TRACING A 911 CALL

- 1. The Communications supervisor will authorize which incoming 911 calls will be traced.
- 2. The supervisor will make the request to the security officer of the Telephone Company.
- 3. If a non-published telephone number is traced through Quest security, a letter will be initiated by Control and sent to Quest security. This letter will give the reason for a request for non-published telephone information.

D. 911 TRAINING

- 1. The 911 operators will begin their training with a three-week orientation class, which will teach the basic functions of the Division. On occasion, not enough employees start at the same time to hold an orientation class. In such cases, the individual operator will cover the information with a trainer from the training unit within Communications.
- 2. 911 operators train on each shift with a trainer. The usual training period is three months. The training supervisor has ultimate authority to extend the training period.
- 3. Training on the procedures to inform victims and witnesses of the agencies response to their need and/or referral to other agencies for assistance.

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E. TRANSFERRING OF CALLS FROM THE COMMUNICATIONS CENTER

1. When a 911 emergency comes into the center and needs to be transferred to another police agency outside APD jurisdiction.
 - Operator will determine jurisdiction from the information given.
 - Operator will advise the calling party the he/she will be transferred and not to hang up until contact from the other agency is made
 - Operator will then click on the 911 EXFER button where all agencies are listed.
 - Operator will highlight the agency needed and will then click the dial button.
 - Operator will wait until both parties are communicating.
 - Operator will click on the disconnect button to release the call.
2. All calls received in the Communications Center that are non-emergency will require the operator to give the phone number for the agency needed and to ask the calling party to call the agency. This is to ensure that lines are not tied up during a transfer so that all lines are open for emergency use.
3. Remember that the law states a call can only be transferred two (2) times. It is required that the third (3) agency who receives the calling party gather all the pertinent information and relay it to the proper agency. This unless extenuation circumstances occur.

F. PHONE PRIORITIES

The Communications Section receives calls from several sources. Although the majority of the calls are received from the public, we also have ring down lines. The telephone line ringing must be answered in the following order:

1. 911 lines through automated call distribution
2. Calls in queue (911 lines waiting to be answered)
3. Ring down lines (BCSO, State PD, and AFD)
4. Non-Emergency lines (242-COPS)
5. Administrative Lines (ADMIN Lines)

G. PRIORITY OF CALLS

The 911 Operators and/or Dispatchers evaluate the priority of a call as they are received.

1. **PRIORITY 1**

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- a. A priority 1 call is a felony that is in progress (occurring while the caller is on the telephone) or there is an immediate threat to life or property.
 - When a priority 1 call is received, the 911 Operator will keep the caller on the line while obtaining location information, business name, offender information (including intoxication and medications), weapon information, vehicle information, and direction of travel.
- b. The 911 Operator creates a call for service assigning the event type and includes a brief summary about the incident as soon as possible. The operator will continue to gather information about the incident occurring and will add comments to the call using the incident update form (See CADS Operators Manual, Section 5 for Incident Initiate and Incident Updates). The operator will keep the calling party on the line until the officers arrive at the scene.
- c. If the incident requires a police and medical response, the 911 operators will obtain enough information to dispatch police, then transfer the call to the Fire Department while staying on the line. The Fire Dispatcher and the 911 operators will work together to gather information from the caller for both types of responses.
- d. Priority 1 calls can be silent holdup/AWARE alarms, stabbing, shooting, etc.
- e. **If the 911 Operator receives 2nd or 3rd hand information on any call and the caller states that there is possible violence or subject is known to be violent, then the Operator will upgrade the call to a Priority 1.**

2. **PRIORITY 2**

- a. A priority 2 call is where there is no immediate threat to life or property. Misdemeanor crimes in progress are priority 2 calls.
- b. The 911 operator will obtain information from the caller as described in 4-1-1 and 4-1-2 and will create a call for dispatch. The operator will inform the caller an officer will respond and end the telephone call.

3. **PRIORITY 3**

- a. A priority 3 is any call in which a crime has already occurred with no suspects at or near the scene, routine events, and calls where there is no threat to life or property.
- b. The 911 Operator will obtain information from the caller, create a call for service, and end the telephone call.

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G. IN-PROGRESS CALLS OUTSIDE JURISDICTION

1. The 911 Operator will keep the caller on the line when reporting an in-progress call from outside APD jurisdiction.
2. The 911 Operator will attempt to contact the law enforcement agency having Jurisdiction.
3. The 911 Operator will refer the caller to the correct law enforcement agency when the attempted transfer is unsuccessful.
4. When the telephone call is operator assisted (the caller dialed 0), the 911 Operator will advise the telephone company operator to connect the caller to the appropriate law enforcement agency, calls will only be transferred once per State Law.

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2-01-11 EMERGENCY CALLS

It is the policy of the Communications Division to provide 24-hour emergency access for emergency calls for service.

A. EMERGENCY MEDICAL/FIRE ASSISTANCE CALLS

1. The Albuquerque Fire Department operates a centralized emergency medical and fire dispatch service and has the responsibility for control and coordination of emergency medical and fire crews and vehicles.
2. The following procedures are followed for calls that are received, but are not immediately identifiable as criminal acts such as shooting, stabbing, accidents with injuries, etc.:
3. The 911 operators will first determine the nature of the emergency when the caller asked for rescue, fire, or ambulance. When fire or medical response alone is necessary, transfer the call to the Fire Department. Once the Fire Department begins conversation with the caller, the 911 operators will disconnect.
4. Should a hysterical caller give only the address and request medical or fire response and disconnect, the 911 operators will attempt to call back the telephone number. If the call back is unsuccessful, the operator will notify the Fire Department of the call and dispatch officers. The comments will read that the caller hung up and the call is of an unknown nature.

B. TRANSFER OF MEDICAL EMERGENCY CALLS

All calls received by the Communications Center where a caller is a victim or with a victim requiring medical assistance should have the following information obtained before transferring to the Fire Department.

- a. Location
- b. Name of Caller
- c. Phone number that caller can be contacted at
- d. Apartment name and Apartment number
- e. Offender information and description
- f. Weapons
- g. Vehicle or on foot information
- h. Direction of travel

Transfer caller to the Fire Department and stay on the line to obtain further information or until officers arrive on scene. While on line, the operator will try not to interrupt the Fire Department while medical questions are being asked.

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C. REQUEST FOR MEDICAL ASSISTANCE FROM AN OFFICER

1. Once police officers have arrived at a scene and it is determined rescue is needed, the radio dispatcher will notify the Fire Department by telephone. The dispatcher will provide the Fire Department with the location and Medical Miranda information.
2. Medical Miranda information contains the following information:
 - a. Patient complaint or injury
 - b. Approximate age
 - c. Conscious
 - d. Breathing

D. INVESTIGATIVE AND EMERGENCY CALL OUTS

1. The Communications Division will notify the appropriate investigative division upon request from a field supervisor.
2. Control keeps two call-out books used for investigative and emergency call outs.
 - It is the responsibility of the investigative department supervisors to provide an updated list of on-call personnel, to include their home telephone numbers and pager numbers.
3. Call-out form, which includes a list of all personnel that need to be notified on specific circumstances, will be maintained at the Control console and completed for call out initiation when necessary. Turn the completed form in to the Communications Captain.

E. REQUESTS FOR MEDICAL ASSISTANCE OUTSIDE JURISDICTION

When a call for Medical Assistance is outside the jurisdiction of Albuquerque, the same procedures apply as stated in the preceding sub-section (2-01-11 B).

F. ON STAR PROCEDURES

1. On Star receiving a signal from a stolen vehicle—Priority 1, Get full description and plate of the vehicle, when and where the vehicle was taken from, and keep On Star on the phone.
2. On Star receiving a deployed air-bag signal and driver is not responding to their questions --- Priority 1---- 44 Unknown.
3. On Star receiving a deployed air-bag signal and driver is responding to their questions. 45 or 44 as indicated by the driver of the vehicle.
4. On Star receiving an alarm from a vehicle with sounds being heard inside the vehicle and no response or code confirmation from the owner, will be a 31 possible 27-5-A in process--- Priority 1.

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5. On Star transferring a citizen's phone call. After gathering information from the caller, a call for service will be made up using the same criteria for any other phone call received. If the call came in 911 and was not a 911 call, create a call for service and inform the caller that in the future the non-emergency line needs to be used.

G. NON-EMERGENCY CALLS

1. It is the policy of the Communications Division to set forth procedures to respond to non-emergency type calls for service.
2. A non-emergency is any type of call that does not require an immediate response by police and there is no immediate threat to life or property. Non-emergencies are also incidents where the crime has already occurred with no suspects at or near the scene.
3. Any call from a citizen from outside the jurisdictional boundaries shall be referred to the appropriate agency.

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2-01-12 ASSIGNMENT OF CALLS

It is the policy of the Communications Division to set forth guidelines directing the appropriate dispatch of police officers.

A. CALLS REQUIRING DISPATCH OF FIELD OFFICERS

Below is a list of calls that require a police officer to take a report:

Homicide	
Suicide	Assault, battery, and physical fight
DOA	Burglaries
Rape	Grand Larceny
Bomb Calls	Petty Larceny (suspect information)
Felony embezzlements (except autos)	Forgery (In-progress)
Robbery (armed or unarmed)	Vehicle Accidents
Prowler	Loud Party or music
Suspicious Person or Activity	Disturbances
Loitering/Refusing to leave	Alarms

Auto Theft (victim request, just occurred, recovered)
Runaway/Missing (under 12 years of age, mentally ill, elderly or disabled, or possible danger to ones self or others)
Vandalism (involving major damage or suspect information)
Neighborhood Dispute (violent or potentially violent)

B. ALTERNATE ROUTING OF CALLS

There are some instances where the calling party requests a report, but a police officer's presence is not required. Refer this type of call to the Telephone Reporting Unit (hours of operation Monday/Friday 0700-1700 closed weekends and holidays) or a substation.

Below is a list of calls referred to the Telephone Reporting Unit or the substations. The following will not take precedence over the desire of the calling party to have a patrol unit dispatched to the scene.

Petty Larceny (no suspect)
Vandalism (minor damage, no suspect)
Bill Skips and Forgeries (delayed reports)
Anonymous, obscene, or threatening telephone calls
Bad Check (refer to DA's Office)
Missing Person (over 12, no physical or mental impairment)
Supplements to an original report (no further investigation)
Grand Larceny (reporting party is satisfied with a phone report and meets the following criteria: DELAYED, NO SUSPECT, UNDER \$1,000 IN VALUE)
Simple Assaults

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Offense Reports (For insurance purposes only)
Accidents (non injury, hit & runs w/ no offender information)
Auto Burglary (delayed)
Auto Thefts (delayed)
Refer the below list of calls to the Telephone Reporting Unit:
Larcenies (unless a definite suspect is known in a felony case)
Criminal Damage
Missing Persons (over 12 years with no physical or mental impairment.
Runaways (a BOLO will be broadcast by radio dispatchers)
Simple Assaults and Batteries
Harassment and threat
Indecent exposures (without definite suspect information)
Auto Burglaries (without definite suspect information)
Burglaries (delayed over 24 hours and/or citizen's request, commercial and residential)
Auto Thefts (without definite suspect information, delayed)
Stalking (unless possible danger to victim is known)
Frauds (without offender information)

C. CALLS ASSIGNED TO A PUBLIC SAFETY AIDE

Dispatch the below lists of calls to Public Safety Aides (PSA).

Stranded Motorists
Traffic Direction
Non-Injury traffic accidents (public/private, which include damages requiring a tow).
Found or recovered items
Parking enforcement
Vandalism Reports (minor with no suspect information)
Accident and crime scene assists
Victim and witness transportation
Police Vehicle transport activities
Pick up and deliver messages.
Abandoned vehicle on public property
Stranded Motorists on public way
Tow in reports and waiting for the wreckers

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2-01-13 HANDLING OF ALARMS

It is the policy of the Communications Section to dispatch police assistance for activated alarms.

- A. **ALARMS** - An alarm is an electronic device used to monitor the security and personal well being of a person or property and monitored by a company. A silent alarm is not audibly detectable, and an audible alarm is usually a siren, bell, or horn. Businesses use hold-up alarms to indicate that a robbery is taking place and they need the police. An AWARE alarm is a device given to Domestic Violence Abuse victims to activate a request for police assistance when a situation occurs with the abuser. Alarms are given only to victims where the situation is of a lethal nature.

B. **CITY ORDINANCE**

It is the responsibility of the alarm owner to have their alarm monitored by a responsible party. The Communications Division is not responsible for monitoring the activation of commercial or residential alarms.

The Communications Division will not take periodic watches (10-10) on businesses or residences with malfunctioning alarms.

- C. **VERIFIED ALARMS** - An alarm system activated, received and processed by a central station, or an alarm user, permit holder, or other responsible party is at the scene of the activated alarm and has confirmed that a point of entry exists or has reason to believe that other criminal activity has occurred or is occurring.

- D. **NON-VERIFIED ALARM** – An alarm system activated but not verified by a central station, alarm user, permit holder or other responsible party as an actual burglary or other criminal activity.

The Albuquerque Police Department will respond to the following alarms as described Below:

Verified or panic alarms/ holdup alarms.

Panic / Hold-up alarm defined as: *Alert/Attack/ Ambush alarms are considered panic alarms.*

A system to be activated by a person to indicate an immediate life-threatening situation is present.

- E. **AWARE ALARM**

A personal panic alarm issued to victims of domestic violence indicating life-threatening situation is present.

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- F. HOLD-UP ALARMS AND DOMESTIC VIOLENCE PERSONAL PANIC ALARMS. (AWARE) will be prioritized as priority 1 and dispatched on immediately. All hold-up alarms or AWARE alarms called in on 9-1-1 by alarm companies will be accepted and processed.

Per department Special Order 00-69 Procedures for response to alarms. 2-40 Response to hold-ups/Silent/Panic/Audible Alarms.

Audible Alarms 10-52 will be classified as a Priority 3 call.

Silent Alarms 10-53 will be classified as a Priority 1 or 2 calls depending upon the information received from the alarm company.

Information is received that the alarm company has audio surveillance and can hear movement or voices inside the location this information should be added to the comments of the call and indicated as possibly in progress with the priority overridden to priority 1.

- G. ALARM PROTOCOL

Upon receiving a phone call from the Security Company advising proper code was site alarm it can be cancelled except for the following:

Silent & Audible Commercial Hold-Up	----- Priority 1
Silent & Audible Commercial Panic	----- Priority 1
Silent & Audible Commercial Duress	----- Priority 1
Silent & Audible Commercial Ambush	----- Priority 1
Silent & Audible Commercial Glass Break	----- Priority 1
Silent & Audible Commercial with sound being heard in the business	----- Priority 1
Silent Commercial General with indicators advising where the alarm is coming from	----- Priority 2
Example: From the garage area or inside motion	
Audible Commercial General with indicators advising where the alarm is coming from	----- Priority 2
Silent Commercial General with no indicators advising where the alarm is from	----- Priority 2
Audible Commercial General with no indicators advising where the alarm is from	----- Priority 3
Silent ATM Machine	----- Priority 2
Audible ATM Machine	----- Priority 3
Silent & Audible Residential Hold-up	----- Priority 1
(Dispatcher does not have to sound the alert tone)	
Silent & Audible Residential Panic	----- Priority 2
Silent & Audible Residential Duress	----- Priority 2
Silent & Audible Residential Ambush	----- Priority 2
Silent & Audible Residential Glass Break	----- Priority 1

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Silent & Audible Residential with sound being heard inside the residence	----- Priority 1
Silent Residential General with indicators advising where the alarm is coming from	----- Priority 2
Audible Residential General with no Indicators advising where the alarm is coming from	----- Priority 3
Silent & Audible Residential called in by the owner inside residence	----- Priority 1
Business Key FOB (cannot be cancelled by Alarm Company)	----- Priority 1
Residential Key FOB (can be cancelled by Alarm Company)	----- Priority 2
Aware Key FOB (Domestic Alarm) (cannot be cancelled)	----- Priority 1

H. NON-VERIFIED ALARMS- Upon notification of a non-verified alarm, the Police Department will create an "information only" notification to the district police units in the area where the alarm is originating.

Exception – If location of the activated alarm is a firearms dealer or pawnshop, a police unit will be dispatched with normal operating procedures.

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2-01-14 TELEPHONE TECHNIQUES

- A. The operator will speak clearly, and directly into the mouthpiece to insure clarity. A calm, courteous demeanor will enable an operator to control a hysterical caller.
- B. The 911 operators will take control of the conversation in order to obtain the necessary information and will end the call in a courteous and positive manner.
- C. When talking to the public or with other agencies, do not use slang terminology, ten codes, or other technical terms.
- D. When a non-English caller is on the line, the operator will attempt to identify the language and ascertain if there are personnel within Communications or AFD who will be able to communicate with the caller. If personnel cannot be readily located the AT&T Language Line is available.
- E. 911 Operators will attempt TTY capabilities on the Vesta System when a 911 call is answered and there is no one on the line and it does not appear that the calling party has hung up (silent call.)
 - 1. If there is no response from the calling party using the TTY, the operator will attempt to call back the residence utilizing the information received on the E911 System.
 - 2. If the call back is unsuccessful, the operator will create a call for service using the 10-code 31-1 and indicate in the remarks the call is a 911 hang-up.
- F. MISCELLANEOUS PHONE PROCEDURES
 - 1. Long distance phone calls
 - a. Employees must have the approval of the Communications supervisor before placing a long distance telephone call.
 - b. Log all long distance calls immediately in the long distance telephone log.
 - c. The log is turned into the Communications manager at the end of each month.
 - 2. Long distance telephone log
 - a. Fill in the date, time, and the telephone number used to make the telephone call.
 - b. Fill in the number called including the area code, the place called, and the name of the party called.
 - c. Log the purpose of the telephone call and the approximate length of the telephone call.
 - d. Once the log is completed, the employee will give it to the supervisor for their initials.

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3. Calling officers at home

- a. The Communications supervisor will authorize contacting an off duty officer at home.
- b. Each employee shall have his/her current address and telephone number on file with the:
 - Personnel Unit
 - Communications Section
- c. Any change in address or telephone number shall be promptly reported to the above units within 48 hours of the change.

4. **Personnel Information request:**

When a request for an APD employee's personal information is requested, information will only be released to other APD employees

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2-01-15 CADS HAZARD FILE

- A. CADS personnel maintain the CADS premise file. This file denotes a specific hazard at a specific address. These hazards may include but are not limited to: Subjects who have threatened suicide, an inordinate amount of firearms in the residence, prior SWAT call outs, medical information that would assist responding personnel, or mental health problems that may endanger the resident or responding agency.
- B. Hazard information must contain a detailed description of the hazard, a detailed description of any resident or weapon at the address, or any specific information that will assist the responding agency.
- C. A hazard may not contain any medical information that would violate doctor/patient confidentiality.

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2-01-16 CADS EVENT FORMS (INCIDENT FORM)

- A. The CADS Event Form or Incident Form is used to record relevant information for each request for criminal and non-criminal call for service or self initiated activity. The form includes the following:
1. Control number
 2. Date and time of request
 3. Name, address and telephone number of complainant, if possible
 4. Type of incident reported
 5. Location of incident reported
 6. Identification of officer(s) assigned as primary and backup
 7. Time of dispatch
 8. Time of officer arrival
 9. Time of officer return to service
 10. Disposition or status or reported incident
- B. The CADS Division maintains and archives the CADS events (incident) information for seven (7) years. The information is purged after seven years on a month-by-month basis.
- C. Cads Event (incident) Form

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2-01-17 FCC COMMUNICATIONS DIVISION REQUIREMENTS

A. FCC RULES AND REGULATIONS

It is policy for the Communications Division to obey all rules, regulations, directives, or orders that include the rules set forth by the Federal Communications Commission.

B. FCC LICENSE REQUIRED

FCC regulations require a public safety radio station to carry the proper licenses issued by the Federal Communications Commission. The posted license is in the Communications Division and at each base station.

C. RADIO LOG

The FCC requires the dispatcher sign in with their names, along with the periods of duty, at the beginning and at the end of their watch. The Computer Aided Dispatch System automatically record times and dates during the sign on process.

D. IMPROPER LANGUAGE

Title 18, Section 1464, of the United States Code states: "Whoever utters any obscene, indecent, or profane language by means of radio communications shall be fined not more than \$10,000 or imprisoned not more than 2 years, or both."

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2-01-18 DISPATCHERS

A. RESPONSIBILITIES OF THE DISPATCHER

A dispatcher must accept the responsibility to fulfill all requirements of the position. They will be prompt, accurate, courteous, and professional when performing their duties. The dispatcher must:

1. Ensure that his or her own actions do not endanger the life of the field officer.
2. The dispatcher must be thoroughly familiar with the geography of the city. This includes the location of streets and approximate addresses, natural or man-made barriers, sector and beat boundaries, city limits, and other factors, which affect the dispatching of police units to any given location.
3. The dispatcher will remain calm and analytical when confronted with emergencies. They will try to control emotional involvement in such emergencies. They must analyze situations accurately in order to dispatch the proper units voice dispatch per 1 & 2 priority calls.
4. **When inquiring on the status of an officer the dispatcher will utilize CODE 900 the unit will then respond with their status as ALL SAFE if everything is normal at their call. If the officer does not respond or responds with anything other than "ALL SAFE" the dispatcher will assume that the officer is in duress and dispatch units immediately to the officers last known location. CODE 900/ALL SAFE will be utilized when an officer activates the duress button (10-83) on either the radio or MDT.**

B. TRAINING OF THE RADIO DISPATCHER

1. A dispatcher will receive six months of training.
 - a. The dispatcher will attend a three-week orientation class that will cover 10-Code and the basic functions of the position.
 - b. The dispatcher will train on the job with a 911 Instructor for a maximum of three months.
 - c. After completion of 911 training, the dispatcher will begin dispatch training with a certified instructor for an additional three months.
2. The dispatcher will also train in NCIC (National Crime Information Center) and become state certified which is required by the job description. Dispatchers will maintain their certification in NCIC and will renew it every two years.
3. The dispatcher will attend an eighty-hour course to obtain their State Dispatcher Certification within the first year of employment. State certification for a dispatcher is valid for life.
4. The training supervisor has ultimate authority to extend any training period.

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Cont'd C. RADIO TECHNIQUES AND REGULATIONS

The Communications Division will operate professionally at all times by following procedures set forth by the Federal Communications Commission and the Albuquerque Police Department Standard Operating Procedures. The dispatcher will also keep accurate account of officers under their responsibility.

D. Attempt to Locate Dispatching Calls for Service Protocol.

1. Upon receiving a call that states a weapon was used or seen the operator will create a call for service. Remarks on call will read that caller is requesting contact and at what updated location if different from original call. If the caller refuses contact by an officer then a call will be created to search for the vehicle or offender in the area last seen and added remarks will include negative contact. Operators will create a detailed message via MDT and send out to all officers, dispatchers and the call will be printed. At no time when a weapon is indicated or involved will only an ATL be accepted.

2. When a dispatcher receives this type of call for service it will be a voiced ATL. A message via MDT will be sent out to all other dispatchers to have the incident voice broadcasted to all other area commands. The dispatcher will dispatch two (2) available officers out and notify the sergeant if needed.

3. If an officer is reporting information involving a weapon then the dispatcher will add remarks to create a call. A message via MDT will be sent out to all dispatchers to voice broadcasted over all area commands and call will be printed.

a. Priority 1 Incidents will be simultaneously voiced and digitally dispatched. The alert tone will be used when needed during priority calls.

1) Two units will be dispatched immediately and the field supervisor will be notified. Additional units will be dispatched as needed.

2) If no units are available, the radio operator will advise a field supervisor of the pending call and add remarks of which supervisor was notified.

b. Priority 2 incidents will be voiced and digitally dispatched.

1) Two units will be dispatched within 15 minutes of receiving the event. Additional units will be dispatched as needed.

2) If no units are available and the call has been holding for longer than 15 minutes, the radio operator will advise a field supervisor of the pending call and add remarks of which supervisor was notified.

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c. Priority 3 Incidents do not to be voiced dispatched unless:

- 1) Call is in progress, offender information, and subject is on drugs/intoxicated and hazard is listed for the same address. Call must be dispatched within one hour of receiving the event. All other calls/events can be voiced or digitally dispatched.**
- 2) If no unit is available and the call has been holding for longer than an hour, the radio operator will advise a field supervisor of the pending call and add remarks of which supervisor was notified. Dispatcher will then attempt to contact the calling party and notify them of the time delay and add remarks to the call/event.**

d. Priority 5 incidents are a Periodic Watch originated as a priority 3 call by the call taker.

- 1) A Periodic Watch call is created when there is an ongoing situation, a request by a citizen or a request by an officer is made. This event is a call where a request is made to have an officer drive by in between calls or when the officer has a chance to check on a certain address throughout the officers shift.**
- 2) The dispatcher will dispatch on the call/event to a beat unit, when beat unit is not logged on a nearby beat unit will be dispatched. The dispatcher will notify the officer or officers the he/she will free the officer from the call/event. This will allow the event to be re-dispatched throughout all shifts. The dispatcher will then free the officer from the call/event, change priority and hold the call as a priority 5 until every beat officer receives the call/event. When the call/event states that the offender is violent, has or is possibly armed with weapons, CAD hits on hazard information and drugs/intoxication is possible the dispatcher will dispatch 2 officers a beat unit and nearby beat unit.**

e. All domestic violence calls/events despite priority will be voiced dispatched, have two officers dispatched out and digitally dispatched.

E. INCIDENT DISPATCH PROCEDURE

To dispatch the recommended units on a priority 1 or 2 call:

- 1. On command line put in EVENT NUMBER then use proper function key.**
- 2. Choose two (2) units that are recommended or chosen by you and enter them into the correct field.**
- 3. Be sure to list the unit that will be the primary in the first field.**

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4. Press proper function key to dispatch call to MDT

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Note:

To dispatch the recommended unit for a Priority 3 only choose one unit unless it is a Domestic Violence call:

Another way to dispatch the first recommended unit showing on the call, press F12. If the F12 key is pressed more than once the next available unit will be dispatched.

To dispatch unit from the command line, type EVENT NUMBER, UNIT NUMBER and then F9.

To dispatch more than one unit on a call, type EVENT NUMBER, UNIT NUMBER, UNIT NUMBER and F9. Up to five units can be dispatched at one time using a comma. Keep in mind that when a unit is dispatched this way information on who is primary on the call and who is back up or 82 units will not be displayed on and will not be known by officers.

Off duty units need to be logged on, in order to be dispatched on a call. When unit number is given to dispatcher with no man number:

5. MN.9 then F10 will display screen to retrieve man number:

- a. Fill in AP under agency
- b. Fill in Unit number under vehicle given
- c. Man number should be listed under descriptions

6. ON.UNIT NUMBER.MAN NUMBER F10 (will log unit on CAD System)

7. EVENT NUMBER.UNIT NUMBER F9 (will log on event)

- Only in an emergency should an off duty unit be logged on with an * (asterisk)
 - a. EVENT NUMBER. * UNIT NUMBER
 - b. When time permits unit log on will be corrected to include ID information.

F. DISPATCHING ROUTINE CALLS/UNITS

All must be voiced for Priority 1 and 2 calls to include Domestic Violence (10-15).

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1. The Alert Tone & All OPS (make sure that no air is secure before using All OPS) must be used when a Priority 1 Hold up Alarm , 27-8, 27-9, 27-3 are involved.
2. Call Primary Unit, (wait for response), then call 2nd or 82 Unit, (wait for response).
3. Voice both Units start to a priority 1 call (only state if a priority call) to Address and Business Name if listed.
4. Voice brief OVER VIEW of call (what's going on, don't read word for word)
5. Give DESCRIPTIONS, DIRECTIONS OF TRAVEL, WEAPONS and if subject is on DRUGS/INTOXICATED.
6. When a hazard is listed use proper function key to display then send a message with information on all listed hazards to all units responding to that specific call. Let units know message is being sent to MDT.
7. Don't forget to keep checking your flags for UPDATED information the officers should be made aware of.

When dispatching on Priority 3 calls, you do not need to voice unless:

- a. OFFENDER information is listed
(Description and/or directions of travel)
- b. If subject is on DRUG/INTOXICATED
- c. When Hazard is listed
- d. Don't forget to keep checking your flags for UPDATED information the officers should be made aware of.

G. DISPATCHING PROIRITY CALLS/UNITS

On all Priority 1's that consist of HOLD UP ALARMS, 27-8 (Shooting), 27-9 (Stabbing) and 27-3's (Robbery) the Alert Tone and All OPS will be activated only if no other air is secure. If an air is secure then only the Alert Tone on that specific air will be used.

1. Used for all Priority 1 calls that consist of Hold up Alarms, Shootings, Stabbings, and Robberies (including to individual).
2. Dispatcher will ensure (with all other dispatchers) that no radio air is secure before his/her uses ALL OPS. If a radio air is secure then only the Alert Tone on his/her specific radio air will be used.
3. Hold down the Alert Tone for approximately 2 seconds to Clear (10-3) radio dispatch channel.
4. Voice call on ALL OPS by holding down the button while talking. This is done to transmit over all airs—Voice that it is an ALL OPS transmission for the air you are working, the type of call, address of call and/or business name if given—Example: This is a Westside ALL OPS transmission, 27-3 to the Chevron at 9400 Coors NW—un key from ALL OPS.

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5 While on your own air call your Primary Unit (wait until unit responds) then call Backup unit (wait until unit responds) and give the same or any updated information if necessary.

6. Advise Primary Unit's Sergeant of the call

7. When a hazard is listed on a call:

- a. Dispatcher will prompt the proper function key to display menu.
- b. Dispatcher will display hazard information and send a message via MDT to all units responding with information of all listed hazards.

8. **REMEMBER TO CHECK YOUR FLAGS**
and advise your units of any updated information or descriptions.

H. COMMUNICATIONS SUPERVISOR RESPONSIBILITY

1. All priority calls will be written down on the Daily Log Sheet.
2. If requested by a field supervisor to make an incident a call out, the Communications Supervisor will then begin call out procedures listed at the supervisor's desk (Radio Control).
3. In the event of a robbery the above procedures will be taken to include notifying FBI.

I. PRIORITIES FOR COMMUNICATIONS SUPERVISOR

1. 1st Priority- on going critical incident/situations in Communications
2. 2nd Priority ETS/RATT
3. 3rd Priority Bait/Drop car

J. DISPATCH PREPARATION

When getting ready to dispatch on a call, you have to pull up the event to put it in pending and to read the call.

1. Use the number event and F9 to pull up the event.
2. Hit ALTs (S goes to status field), type a P (pending) in the box given (puts call into pending will let control know the dispatcher has read or is reading the call)
3. Go down the page and read the call.
4. Find the pertinent information needed such as OFFENDER INFORMATION, DESCRIPTIONS, HAZARDS, WEAPONS, AND OR DRUGS/INTOXICATION.

Deciding on which officers to send is the next step. Sending the beat unit or the closet geographical unit to the call.

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1. A Beat Unit should be primary on a call when he/she is available.
2. Look for the unit that is closet to the call and start him as 82 or back up.
3. Put both units (Primary first) in the field given to be dispatched.
4. Call for Primary Unit (wait for response) than call for 82 or Back Up Unit (wait for response)
5. Voice call and give essential information.
6. Remember to keep checking flags.

Dispatching off the Command Line is another option. The dispatcher will be able to do this by Unit Number or Event Number. If more than one Unit is en route to call, add commas for up to 5 units.

BY UNIT NUMBER

Type in Unit Number of a Unit already on the call and Unit Number of the other Unit or Units en route and then F9

Example: I 221. I226 F9 or I 221. I226, I224, I235 F9

BY EVENT NUMBER

Type in Event Number and Unit Call Sign that is en route and then F9

Example: I234 H 335 F9 or #2I34. H 235, H 241, H242 F9

K. 10-83 CALL OUTS

A Unit has a 10-83 key in his unit and on his hand held radio to press in case of an emergency. When a 10-83 is pressed in the unit's vehicle a large red box appears on the Status Monitor of the Dispatchers console. If a 10-83 key is pressed on the unit's hand held radio the 800 Mega Hertz monitor will light up in red. If this should happen the dispatcher will check on the officer over the radio.

1. To clear the emergency box from status monitor;
 - a. Hit the OK key and the unit will be put back into a clear status.
 - b. Type in IM.Unit Number F10
2. To clear the emergency box from the 800 MHz Monitor.
 - a. From the Main Dispatch Menu, choose the EMER MENU button.
 - b. Click on the module with the emergency.
 - c. Choose the ALARM RESET button to silence the console alarm.
 - d. Choose EMER CLEAR button to clear the Emergency from ALL consoles.

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3. When an Emergency has been declared on a module that has been muted, it becomes audible. The dispatcher will have to mute the module again.
4. If a unit hits the 10-83 key and needs assistance.
 - a. Dispatcher will 10-3 the air and start additional units for Back Up or 82.
 - b. Dispatcher will do his/her best to determine what is occurring, giving out description and directions of travel and any offender information.
 - c. Dispatcher will then advise the Sergeant of the situation.
 - d. Dispatcher will call over the radio air for Air Support and send a message to all other dispatchers to check their radio air for Air Support and have them switch over for assistance.

L. CALL OUT PROCEDURE FOR OFFICER INVOLVED ACCIDENTS

Multi-Jurisdictional Response is required for Officer involved "serious injury or fatal" traffic accidents. Along with calling out the on call A.P.D. traffic unit, both B.C.S.O. and State PD also need to be notified to respond. The rosters are in the call out book. The officers may be contacted through their respective Communications unit.

M. NOTIFICATION OF DUTY CHIEF

- Officer involved in an accident with injuries.
- Officer being arrested.
- Officer being injured.
- Officer involved shooting.

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2-01-19 DISPATCHING - CADS SYSTEM

A. USE OF THE COMPUTER AIDED DISPATCH SYSTEM

1. The radio dispatcher shall digitally dispatch a unit to a call for service using the CADS.
2. If a unit is not equipped with a Mobile Digital Terminal (MDT), the dispatcher will voice all calls for service to the unit and perform their status changes.
3. All units equipped with a Mobile Digital Terminal will update their own status, such as, logging en-route and arrive or logging out of service. Only on occasions when a unit is voice dispatched due to dispatching guidelines will a dispatcher perform status changes.

B. FIELD INITIATED UNITS

1. Field-initiated incidents are recorded by using on site procedures outlined in the CADS manual. The incident can be entered by the dispatcher or by the field unit that is equipped with a MDT.
2. All field-initiated calls will be recorded digitally by entering it into the CADS and not on scratch paper.

C. SIGN ON AND OFF

1. In order for accurate records to be maintained each radio dispatcher, upon taking over a dispatch console, shall sign on using the sign on procedures outlined in the CADS manual.
2. Each dispatcher will sign on over the operator they are relieving in order to avoid the loss of control of units during the switch.

D. RADIO DISCIPLINE

1. Courtesy is expressed in the tone of voice and in the manner of presentation than by words.
2. The following will eliminate all unnecessary talking:
 - a. Be impersonal by not using the words, "thank you", or "please" on the air.
 - b. Avoid familiarity; always use the unit call numbers. Do not use titles and names unless necessary.
 - c. All transmissions shall be as short and relevant as possible. If lengthy transmissions are necessary, such as necessary broadcasts of missing children or wanted persons, the transmission will be broken into short segments, so that an officer with emergency traffic can get on the air.

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E. ACCURACY

Do not acknowledge a transmission unless it is completely understood. If the transmission is doubtful, have the transmission repeated.

F. BREACHES OF DISCIPLINE

1. Any breach of radio protocol by the dispatcher may result in disciplinary action. If the breach is grossly negligent of policy and procedure, the Communications supervisor may immediately relieve the dispatcher from duty with disciplinary action as further recourse.
2. The dispatcher will notify the supervisor immediately when a field unit has breached radio discipline, such as mike clicking, whistles, kisses, etc. The supervisor will notify the area commander, either directly or by letter through the chain of command, when deemed necessary.

G. DELINEATION OF AUTHORITY

1. It is the policy of the Communications Division to establish guidelines for professional dispatching of police officers by following a delineation of authority.
2. The Communication Division cannot exercise authority over field units except in the use of radio channels, observance of radio discipline, and proper radio procedures.
3. The Communications Division does exercise a de facto authority over field service units in certain limited areas:
 - a. Communications has the responsibility and authority to screen, evaluate, and dispatch calls for service. A dispatch is an official order to the police officer.
 - b. Communications has the authority to clear officers for meals and coffee breaks.
 - c. The dispatcher has the authority to clear officers for refueling and minor automotive repairs.
4. The Field supervisor may countermand the dispatch of an officer, the clearance or denial for meal and coffee breaks, repairs, refueling, the changing of vehicles, and other assignments of officers under his/her command.
5. Once Communications has properly dispatched a call for service, it has discharged its responsibility and authority relative to the call.

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2-01-20 SHIFT CHANGE PROCEDURES

It is the policy of the Communications Section to have guidelines set forth for the procedures of shift change.

A. DELAY IN DISPATCH DUE TO WATCH CHANGE

1. In-Progress and emergency calls shall be dispatched immediately, regardless of the pending shift change.
2. Field supervisor have the authority to delay dispatch of a call for service with the exception of a crime that has just occurred, an in-progress, or involves an immediate threat to life or property.
3. Any call the field supervisor approves to be held will have comments added to the incident justifying the delay in dispatch.

B. SHIFT CHANGE INITIATION

1. The Field supervisor will authorize the dispatcher to advise units when they are allowed to go off duty. Officers will individually log themselves off using their Mobile Digital Terminals.
2. The field officers starting their shift will immediately log on to the Mobile Digital Terminal upon conclusion of briefing.
3. Dispatchers are only required to log on officers that do not have a Mobile Digital Terminal (Section 6.9 of the CADS Manual).

C. MINIMUM RESERVE LEVELS

1. As a general guide, dispatchers should attempt to keep in-service at least two units in each area command. Dispatch the units when all other units are busy or unable to respond to priority 1 calls.
2. Specialized units (METRO, DWI, ETC.), although are available for dispatch, cannot be used to maintain the minimum reserve level. Dispatch special units for calls not requiring a report. Also, dispatch specialized units as back up.
3. Add comments to each incident that is over the allotted time to dispatch due to the maintenance of the minimum reserve level. Notify the field supervisor of the situation. The field supervisor should provide assistance to the dispatcher in keeping units in-service.
4. Coffee breaks, meal breaks, routine vehicle maintenance, etc. may be denied if the minimum reserve level cannot otherwise be maintained.
5. In the event that priority one and two calls reach a critical level, dispatchers will activate, in order listed below, units on special assignments.
 - a. Reassignment of patrol units responding to priority 3 calls.
 - b. Dispatch units from adjacent sectors within the area command.

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6. When it is necessary to dispatch additional units to priority one calls, dispatchers will be allowed to cross-dispatch from an adjoining area command with the affected area supervisor's approval.

D. ADVISING OF RADIO STATUS

1. It is policy for field officers to have access to communications via radio transmissions and the Computer Aided Dispatch System. An officer's on duty status will be current at all times.
2. Officers that are logged "in-service" shall be held strictly accountable for the prompt answering of their radio when called by the radio dispatcher
3. Units equipped with Mobile Digital Terminals (MDT's) will be required to make their own status changes via their MDT.
4. If a digitally dispatched officer does not acknowledge by pressing the en-route key, the dispatcher will attempt to contact the officer one time by voice transmission. If that is unsuccessful, another unit will be dispatched to the call for service and the unit's supervisor immediately notified.

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2-01-21 USE OF THE EMERGENCY ALARM

It is policy for the Communications Division to use the emergency alarm (or alert tone) in certain situations. It prohibits transmissions of officers not involved in the incident.

A. Priority 1 Calls: the following is a **mandatory** procedure for ALL OPS

- Hold-up Alarms
- Robberies in progress/just occurred
- Shootings
- Stabbings
- Residential Burglaries in progress

1. When receiving a priority 1 dispatch the DP will switch to the all ops! Call group. They will then call out all to the DP's that they are "all calling"
2. The DP will then utilize the pulse tone and then dispatch the priority call, i.e. "27-3" in progress 4320 Coal S.E. Chevron Ready-mart (The dispatch will not override any in progress transmission on other groups).
3. The DP will then switch back to the normal dispatch group.

The OPS! Group may all be utilized to call citywide units, i.e. Air Support, K-9, and SWAT. The DP will announce, "all call" to the other DP's, and call the unit needed, i.e. "Air 1 switch to NE for a call". Nothing in this order will preclude radio control in utilizing the all ops! Group for other purposes.

B. The dispatcher uses the alert tone to advise the field about a broadcast of a major crime or other important information is forthcoming. The emergency alarm is used to cease (10-3) transmissions.

C. The procedure follows this order:

1. Activate or press the alert tone for three seconds.
2. Announce the reason for the alarm.
3. Broadcast the location
4. Dispatch units and notify Sergeant, if necessary.
5. Broadcast any additional information, as it becomes available.

D. The emergency alarm can be used in the following instances:

1. Officer in Trouble
2. Pursuits, when deemed necessary
3. Any major felony crimes in-progress
4. Other serious offenses or situations when all units must be alerted and given information immediately.

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5. All priority 1 calls for service.

2-01-22 DISPATCHING PROCEDURES

- A. Proper dispatching techniques will enable the dispatcher to convey all necessary information about a call to the field officer with minimum use of airtime. The elimination of excess language is essential to efficient utilization of the limited dispatch frequencies

1. To dispatch two or more units, the transmission would be as follows:

DISPATCHER: APD to B224
UNIT: B224, 4TH, and Central
DISPATCHER: APD to B225
UNIT: B225, 4TH and Lomas
DISPATCHER: B224 and B225, 10-15, 500 Gold SW, Husband and
wife dispute. Male possibly armed with a bat.
Subject in the street.
UNIT: B224 is 10-4
UNIT: B225 is 10-4

2. When a unit transmits to the dispatcher, he/she will give their unit call sign and then wait for an acknowledgement. The dispatcher will acknowledge by repeating the unit number. The unit will proceed with their transmission once they receive acknowledgement.
3. The dispatcher shall always acknowledge a unit by stating "10-4" and the unit call sign. If the message is not clear, the dispatcher will ask for clarification. The dispatcher will not acknowledge a transmission without understanding it.

B. DIGITALLY DISPATCHING

1. The dispatcher has the option of using the recommended units by the CADS or overriding the system and dispatching any unit.
6. For further instructions on Digital Dispatch, refer to the CADS Operators Manual, Sections 6.1 through 6.3.
- 7.

C. RELAYING A TRANSMISSION

When it is necessary for a radio dispatcher to relay a message or transmission for a field unit, transmit the message exactly as received.

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2-01-23 DISPATCH OF CALLS

It is policy for the Albuquerque Police Department to dispatch calls for service.

A. DISPATCHING BY PRIORITY

1. Priority 1 incidents will be simultaneously voiced, digitally dispatched and the alert tone used.
 - a. The recommended units will be dispatched immediately (See CADS Manual Section 6) and the Field supervisor will be notified. Dispatch additional units as needed.
 - b. If no units are available, the radio operator will advise a Field supervisor of the pending call.
2. Priority 2 incidents will be voice and digitally dispatched. The dispatcher may use desecration on voicing all priority 2 calls.
 - a. Dispatch the recommended units to the call for service. Dispatch additional units as needed.
 - b. If no units are available and the call has been holding for 30 minutes, notify a Field supervisor. If the call holds for an hour or more, the dispatcher will notify the caller of the delay in dispatch and add comments to the incident.
3. Dispatch priority 3 incidents digitally.

Priority 3 calls will be digitally dispatched. If the call has been holding over an hour, the calling party will be notified on delay (if possible), the sector Sergeant will be advised, and comments added to the call.

B. DISPATCHING BY MOBILE DIGITAL TERMINALS

1. Police units equipped with a MDT, when voice dispatched to an incident, will be required to acknowledge by voice and then update their status digitally until the incident is closed.
2. If an officer is sent a dispatch digitally and does not acknowledge by pressing the en-route key within 2 minutes, the dispatcher will attempt to contact the officer one time via radio transmission. If that is unsuccessful, another officer will be assign the incident and the missing officer's supervisor notified.

C. DISPATCHING IN PROGRESS CALLS

It is policy for the Albuquerque Police Department to dispatch in-progress calls for service following the guidelines set forth below. These procedures are guidelines only; it is expected that deviation for a good cause will occur.

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D. DISPATCH OF PRIMARY UNITS

1. If the time lapse is five minutes or less, use the emergency alarm.
2. The dispatcher shall broadcast the type of call first, then the name of the business, the address, and any suspect information.
3. Dispatch the recommended units while broadcasting the call and notify the Field supervisor.

E. DISPATCH OF COVER UNITS

1. Dispatch the recommended units to cover or assist the original officer, following the cover schedule guidelines set forth in the next section.
2. Dispatch additional units upon the request of the officers on scene, or by the Field supervisor.

F. AIR TO REMAIN 10-3

A cleared frequency, by emergency alarm or voice, will remain so either until the officers or a Field supervisor advised otherwise.

G. RE-BROADCAST OF INFORMATION

1. Suspect information shall be re-broadcast on the originating frequency and all other affected dispatch channels currently in operation.

H. IN-PROGRESS CALLS INITIATED BY A FIELD UNIT

1. Immediately clear the air of all transmissions when a field unit advises of an in progress crimes he/she has witnessed while on patrol.
2. The incident shall be re-broadcast including the location, all available information pertaining to the call, and the call sign of the unit arrived at the scene.
3. Dispatch available units and notify a Field supervisor.

I. DISPATCHING COVER SCHEDULE

It is policy for the Communications Division to set forth guidelines for dispatching a specific number of officers to incidents.

1. A dispatch to a call for service is an official order. Any questions, in reference to the incident, are subject to review. The review will occur only after the incident has reached a conclusion.

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2. If an officer calls out with an in-progress offense or a situation, which normally requires back up assistance, the dispatcher will automatically dispatch cover. The officer may decline the back up assistance; place the unit back in service (Code 4).
3. The dispatcher shall not interfere or advise on the response of field units unless requested by the sector sergeant
4. Guides for dispatching cover units or units to assist on a call for service have been provided. The Cover Schedule indicates the number of officers dispatched on a specific type of call. Good judgment will frequently dictate deviation from this guide.

J. COVER SCHEDULE

- | | |
|---------|--|
| 10-10 | One officer to non-violent, routine calls
Two officers if possible threat to officer safety. |
| 10-11 | One officer (when requested by Animal Control) |
| 10-14 | One officer when approved by Sergeant |
| 10-15 | Two officers on all situations. Sergeant notified on violent or weapons involved. |
| 10-16 | One officer if non-violent
Two officers if violent |
| 10-17 | One officer or one PSA |
| 10-18 | One officer for routine calls
Two officers if disorderly or violent |
| 10-23 | One officer if the call is delayed
Two officers if the offense is presently occurring or has just occurred, notify the sergeant. |
| 10-24 | One officer or PSA |
| 10-25 | One officer or PSA |
| 10-27-1 | A call for service should not be coded as a homicide; it will be determined by the Field Investigator or Sergeant at the scene. Other specialized units to respond are Criminalistics, Medical Examiner, and Violent Crimes. |
| 27-2 | One officer and the sergeant notified on delayed calls.
Two officers and the sergeant notified if in-progress or just occurred. |

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- | | |
|---------|---|
| 27-3 | one officer and Sergeant notified if delayed.
Two officers and sergeant notified if in-progress or just occurred. |
| 27-4 | One officer if delayed and Sergeant notified of injuries
Two officers if in-progress or just occurred and sergeant notified of the injuries. |
| 27-5 | One officer if delayed
Two officers and Sergeant notified on all in-progress burglaries.
Dispatch K9 at the request of the sergeant. |
| 27-6 | One officer if delayed
Two officers and a Field Supervisor notified if just occurred or in-progress |
| 27-7 | One officer if delayed
Two officers and the sergeant notified if just occurred or in-progress |
| 27-8 | One officer and sergeant notified if delayed or report is received from the hospital
Two officers and sergeant notified if just occurred or in progress. |
| 27-9 | One officer and a sergeant notified if delayed or report is received from the hospital
Two officers and a sergeant notified if just occurred or in progress. |
| 27-10 | One officer if offender is not at the location
Two officers and sergeant notified if offender is at the scene |
| 10-28 | One officer or a PSA
Two officers and sergeant notified if small child |
| 10-29 | Two officers if misdemeanor offense
Two officers and sergeant if felony offense |
| 10-30 | Two officers |
| 10-31-1 | Two officers |
| 10-31 | Two officers; sergeant notified only if weapons are involved |
| 10-32 | Two officers, sergeant notified if weapons involved |
| 10-35 | Two officers |

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10-37	One officer Two officers if offender is violent, disorderly, etc.
10-38	One officer or PSA (If officer is required) Two officers if offenders are still at the scene
10-39	Two officers
39-1	One officer
39-2	Two officers
10-40	Two officers and sergeant notified only if violent
10-41	Two officers and sergeant notified only if violent
10-43	Two officers only upon the request of AFD and Sergeant notified
43-1	Two officers and sergeant notified
10-44	One officer or PSA. Dispatch a unit or PSA equipped with emergency lights to assist when a motor unit is on the freeway or busy thoroughfare.
10-45	Two officers and a sergeant is notified. The same rules apply for the motor units as stated in 10-44.
10-47	One officer if the caller is following the vehicle demanding an officer. Otherwise, an attempt to locate is broadcast and no officers are sent.
10-51	One officer, PSA, or Chaplain for death notifications or when deemed necessary
10-52	Two officers
10-53	Two officers and sergeant notified for hold up alarms Two officers on residential and commercial alarms
10-57	Two Officers
10-58	One officer and sergeant notified
10-59	Two officers and sergeant notified
10-64	One field investigator or field evidence technician

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|-------|--|
| 10-65 | Two officers and sergeant notified |
| 10-69 | Two officers and sergeant notified |
| 10-70 | Two officers and sergeant notified |
| 10-74 | tactical assignment determined by the Sector Sergeant |
| 10-76 | SWAT Team call out |
| 10-80 | Two officers and sergeant notified |
| 10-81 | Follow guidelines in the Departmental SOP or by a Field Supervisor |
| 10-82 | One officer or as many as the officer requests |
| 10-83 | Two officers and the officers sergeant notified |
| 10-99 | Follow guidelines set forth in the Departmental SOP |

K. FIELD INITIATED INCIDENTS

Albuquerque Police Department officers initiating an incident will notify Communications. Due to the rapid events occurring while on a field initiated incident, officers are encouraged to only use digital communications under the routine and controlled circumstances.

L. USING RADIO TRANSMISSIONS

1. When calling out with a vehicle stop, an officer will give the information in the correct order set forth in the Field Services SOP which is as follows:
 - a. Unit Call Sign
 - b. Incident Type (10-54 or 10-31)
 - c. Exact location
 - d. Vehicle license number and state
 - e. Any request for additional units
2. In the event an officer calls outs with a vehicle stop advising it is suspicious; he/she will include a description of the vehicle. The dispatcher shall ask for the information if the officer does not provide it. Dispatch a cover unit to any suspicious field initiated incident.
 - a. Unit Call Sign
 - b. Incident type
 - c. Exact location
 - d. Vehicle license number, state, color, year, make, model, and number of occupants.

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2-01-24 PURSUIT PROCEDURES

- A. A pursuit is an attempt by law enforcement officers to overtake suspects either on foot or in another vehicle and the suspect(s) are attempting to elude the officer.

B. DISPATCHER DUTIES AND RESPONSIBILITIES

10-3 the air, do not use the alert tone.

Obtain reason for pursuit, speed, direction of travel, weather conditions and vehicle description, and any public safety concerns noted by unit.

Assign cover units, if available have a relief dispatcher act as a back up to assist the primary dispatcher.

Notify the field supervisor and control.

The dispatcher will repeat location and direction of travel in order to assist units, unless air support is following.

Check for the availability of Air Support (if Air Support is not on duty, the field supervisor will decide if Air Support needs to be called out).

If one is available request a unit with a spike belt and start the unit to the area of pursuit. Advise all units to use 48 and give location as to where the spike belt will be set up.

If the pursuit is traveling to a different area command or outside jurisdiction, notify the concerned area supervisor or the outside agency.

If a license plate was not provided at the time the pursuit was initiated and was later provided. Procedure is to use PN to run the 26 so it will be available.

If chase is from an outside agency, before dispatching units dispatcher will advise Sergeant of pursuit details. Sergeant will advise if A.P.D. will assist and to what degree.

If the Sergeant or Lieutenant advises discontinue pursuit, advise all units to Code 4 per Sergeant. Call originating unit and cover unit to verify they know to discontinue pursuit.

C. DUTIES OF A BACK UP DISPATCHER

Run a 26 on the license plate of the vehicle being pursued.

Check to see if Air Support is available.

If the pursuit is headed to a different area command or outside APD jurisdiction advise the dispatcher or agency.

Handle all requests that are made by the primary dispatcher.

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D. 911 OPERATORS DUTIES AND RESPONSIBILITIES

If a call is received from an outside agency requesting BACK UP UNITS or 82 UNITS;

Create a call including agency involved, description of vehicle and direction of travel and the reason for the pursuit.

Obtain information on the vehicle being pursued, e.g. Color, year make and model, license plate and any other identifiers, tinted windows, 2 or 4 door and or any dents or scratches, and occupant information.

Keep caller on the line until officers arrive on scene.

Continue adding updated locations to the call and try to voice it to the dispatcher (the dispatcher may be too busy to pull up the added remarks).

Use PN to run 26 if it is available and add the information received to the call.

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TIME AND SERVICE CHECK

A Time and Service Check is used when there are several units on a high priority call and several units are injured or not accounted for and/or when a unit hits an 83 key and has not been heard from or located.

When a Sergeant requests a Time and Service Check:

- 1. Hit Alert Tone**
- 2. Advise over the air that this is a “This is a Time and Service Check all units answer with status and location.”**
- 3. Call every unit on your monitor (one at a time), when the unit responds they will respond 10-8 and their locations or type of call they are on and location.**
- 4. Remember to account for FI’s, WID Units and Specialized Units that have been on your air.**

Example:

Dispatcher- (Hit Alert Tone) “This is a Time and Service Check, PD to I 335”

I 335 Responds- “I 335 on a 31 at Alcazar /Zuni”

Dispatcher- “PD to I 337”

I 337 Responds- I 337 10-8 at Central/Texas”

If a unit does not respond when called, call the unit again, if no response, continue on to the next unit. Keep a list of unit/units that have not responded. Advise the Sergeant of the unit/units not responding and start units to check his/her last location known and possible “hang outs”.

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2-01-26 DATA ROOM FUNCTIONS

It is the policy of the data room to be staffed twenty-four hours a day, seven days a week by terminal operators who operate a radio link to field units and telecommunications system.

A. SERVICES PROVIDED BY DATA ROOM

The data room provides the following services through a telecommunications system:

1. NCIC (National Crime Info Center) Inquiries
2. WITS (Local Warrants)
3. LETS (Law Enforcement Teletype System)
4. Boot Verifications Oriented Network) Inquiries
5. Operation ID Inquiries
6. MVD (Motor Vehicle Department) Inquiries
7. Private Property Tow Logs
8. Restraining Order Verification

B. DATA CHANNEL

A radio channel is utilized by Communications to relieve dispatch channels of lengthy transmissions concerning checks on persons, property, and vehicles.

C. PERSONNEL AUTHORIZED TO OBTAIN DATA

Only personnel from within the Criminal Justice Systems are authorized to obtain information from the data room. Personnel shall not give information to private citizens and firms from these files. Citizens shall not be given the NCIC telephone number or be transferred to NCIC for checks.

D. LONG DISTANCE TELEPHONE LOG

A long distance telephone log shall be maintained in the data room. The person making the call shall log each long distance telephone call. A new sheet is started at the first of each month. The log will be forwarded to the Administrative Aide at the end of each month.

E. NCIC AND ACTION DATA LOG TO BE MAINTAINED

Every inquiry shall be logged on the NCIC and WITS DATA LOG form, PD-43L5.

F. NCIC OUTSIDE HIT FORM

Every NCIC hit shall be logged on the NCIC OUTSIDE HIT form, PD-43L0.

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G. NMCIC OUTSIDE HIT FORM

Every outside NMCIC outside hit shall be logged on the NMCIC OUTSIDE HIT form.

H. PROCEDURES FOR NCIC AND NMCIC DEFINED

The National Crime Information Center (NCIC) is a computerized information system for the handling and exchange of documented police information. The Federal Bureau of Investigation (FBI) in Washington, D.C. manages it.

I. NCIC OPERATING MANUAL

The NCIC operating manual is a comprehensive document that definitively sets forth the proper procedure to be followed by all personnel using the system. The manual is divided into two parts:

Part 1 is the System Description and Procedures and Part 2 is the codes. A separate volume lists Agency Identifiers.

J. NCIC FILES

There are seventeen files in NCIC; vehicle, license plate, gun, article, wanted person, securities, boats, Canadian Warrants, Interstate Identification Index (Triple I), Missing Person, U.S. Secret Service, foreign fugitives, violent felons, gang file, deported felons, ORI and protective order file.

K. INQUIRIES ON NCIC

All initial inquiries will be QED Inquiries.

L. PROCEDURES ON OUTSIDE NCIC AND NMCIC HITS

1. When an NCIC or NMCIC hit is obtained on other than APD inquires; the unit will be advised of a POSSIBLE hit and to stand by for verification. Any additional information affecting the officer's safety or the safeguarding of the evidence will also be transmitted. When appropriate, the proper dispatcher will also be notified so that a cover unit can be dispatched to assist.

2. Confirmation of Entry

a. The ORI will be contacted immediately by Teletype and then by telephone to confirm or verify the status of the entry. In the case of a Wanted Person, it shall also be determined, if possible, whether or not the ORI will extradite.

b. If the entry is verified, the inquiring unit will be immediately notified.

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- c. If the ORI is unable to confirm or verify the entry due to lack of access to the proper records, the inquiring unit will be told of that. Generally, a lack of such verification should not effect a decision as to the proper course of action concerning an NCIC hit; an arrest will be made or the property seized based on the NCIC or NMCIC hit alone.
- d. If the ORI states that the entry is no longer valid due to cancellation, recovery, etc., the inquiring unit will be advised that he/she does not have a hit and an explanation provided.

3. Q'ing and Locating an Entry

Whenever a person is taken into custody or property seized based upon a NCIC or NMCIC hit, the inquiry will be Q'ed in and located.

4. NCIC and NMCIC Hit Log

All outside NCIC and NMCIC, hits shall be logged.

5. NCIC and NMCIC Hit Readout File

A readout file of outside NCIC and NMCIC hits shall be maintained. A copy of the readout obtained using the NLETS computer shall be filed in chronological order. The inquiring unit's name, date and they time, shall be entered on the readout.

6. Readouts Provided to Inquiring Unit

The inquiring unit shall be provided with readout of the hit for attachment to the original offense report. In the case of an arrest, an additional readout will be provided to the officer to attach to the booking slip.

7. NLETS MESSAGES

The inquiring unit is responsible for drafting a NLETS message to be sent to the ORI informing then of our action concerning their entry, except in the case of a hit on a Wanted Person.

a. Wanted Persons

- In the case of a Wanted Person, the Communications Supervisor shall cause a NLETS message to be sent to the ORI. The inquiring unit shall not do so.
- This message shall request that the ORI send a return NLETS message to DA extradition's confirming the arrest warrant is Outstanding and that extradition are authorized.

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- A copy of this message shall be attached to readout of the hit and placed in the Fugitive detail basket.
 - b. Vehicles
 - A NLETS Teletype will be sent to the ORI requesting confirmation of the hit. Our return message must state the condition of the vehicle, whether or not it is drivable, and where it is stored. If an arrest was made that information should also be included. When an arrest is made in reference to a stolen vehicle, a telephone call is normally made in case the vehicle is no longer stolen (failure to cancel).
 - c. Other Property
 - This message shall request that the ORI send a returns NLETS message confirming that the property is stolen. If an arrest is made, that information shall also be included.
- 8. Procedures -APD Entry Hit By Outside Agency

All inquiries from outside agencies attempting to verify APD entries into NCIC shall be referred either to the Records Unit/Report Review or Warrants section, or to contact the proper section during working hours.
- 9. Telephone Inquires on Wanted Persons

Any inquiry on a wanted person should be directed to BCSO warrants section.
- 10. Telephone Inquires-Stolen Vehicle/Property

Refer calling party to Records/Report Review.
- 11. Procedures-APD Hit by APD UNIT
 - a. When a NCIC hit is obtained on an APD entry for a Wanted Person by an APD unit, the inquiring unit shall be advised of a possible hit and to stand by for confirmation.
 - b. Any additional information affecting the officer's safety shall be transmitted.
 - c. Where appropriate, the proper dispatcher will be notified so that a cover unit can be dispatched to assist.
 - Confirmation of Entry
 - Warrants will be contacted to verify that the warrant is still outstanding.
 - The inquiring officer shall immediately be notified when the entry is

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12. The unit will advise when he/she has arrived at booking; Warrants will fax the warrant to BCDC or to the Juvenile Justice Center. If the entry is for a juvenile traffic warrant, it must be taken before a judge between 8:00-4:00, Warrants will deliver a copy of the warrant to the ramp.
13. If Warrants is unable to locate the warrant or advises that the entry is no longer valid, the inquiring unit shall be advised he does not have a hit and circumstances explained.

M. Stolen Vehicles - The inquiring unit shall be advised that he has a hit. The condition of the vehicle shall be ascertained, whether or not it is drivable and it is location.

1. Owner Contacted:
The owner of the vehicle will then be contacted by telephone to determine whether they will pick up the vehicle or have it towed.
The inquiring unit shall be informed of the owner's decision.
2. Wrecker Requests:
Request for wreckers shall not be made through the data channel. Such requests must be made through the dispatch channel.
3. Notification of Records/Report Review
The recovering unit on the vehicle recovery shall notify report Review.

N. Other Property

The unit will be advised there is a hit.

O. Clearing of APD Entry

A Terminal Operator shall not CLEAR any APD entry. Report Review is responsible for clearing entries made by APD.

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PROCESSING FOR WITS

A. WITS is a computerized file for records not suitable for entry into NCIC.

1. Wanted persons who cannot be entered into NCIC because the charge is a misdemeanor or because extradition is not authorized, are entered into WITS.
2. Serially numbered stolen property items that cannot be entered into NCIC because of value limitation are entered into WITS.

B. USERS OF ACTION

The Albuquerque Police Department has authorized the Bernalillo County Sheriff's Officer to enter records into WITS.

C. PROCEDURES FOR APD ENTRIES

1. When a WITS hit is obtained, the inquiring unit shall be notified immediately of a possible hit and to stand by for verification.
2. Any additional information affecting the officer's safety or the safeguarding of evidence shall also be transmitted.
3. The Records Unit or Report Review shall be immediately contacted to verify status of the entry. This pertains to articles only.
 - a. Wanted Persons
 - The Warrants Division shall be contacted to verify that an outstanding warrant is on file.
 - b. Stolen Property
 - Records/Report Review shall be contacted to verify that the entry is still outstanding and has not been recovered.

D. OFFICER NOTIFIED

1. If the hit is verified, the inquiring unit shall be advised that the hit is verified.
2. If the Warrants Division advises that a warrant has not been located, or if Records advises the property has been recovered, the inquiring unit shall be advised he does not have a hit and the circumstances.

E. CANCELING OF ENTRIES

1. Report Review/Records will cancel APD entries.
2. Warrants Division will cancel WITS warrant entries.
3. The data room will not cancel entries.

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F. PROCEDURES FOR OPERATION ID

1. Defined

- Operation Identification is a crime prevention program designed to mark property with an identifiable number specifically, the owner's social security number or Federal Tax number. The owner completes a form, which is then entered into the WITS computer in the Operation Identification file.

2. Format for Inquiry

- Page 1, PF4/PF16, OAN:

3. Inquire into File

- An inquiry into the Operation Identification file is performed upon specific request to do so, usually when a unit has an article with a social security or Federal Tax number on it.

4. Procedures For Hit

- When a hit is obtained on an Operation Identification number, the unit shall be immediately advised if that face and have the name and address on the record. It shall be the inquiring unit's responsibility to follow up any information provided.

G. MOTOR VEHICLE DIVISION INQUIRES

1. MVD inquires are driver and vehicle license checks by name, date of birth, social security number, license plate and vehicle identification number.
2. This information is for departmental or criminal justices use only and cannot be released to the general public.

H. NMLETS

1. NMLEST is the State of New Mexico Law Enforcement computer system. This system receives and sends teletypes inquires on wanted persons, vehicles, articles, and can run drivers and vehicle license checks.
2. NMLETS will also provide information on NMCICS warrants entered from other jurisdictions within the state.

I. MDT INQUIRIES

The Communications Division does not record MDT inquires. Any hit information on a wanted person, vehicle, etc., must be verified through data room personnel.

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J. **TRIPLE I (III)**

1. Triple I (III) checks are used to gather information on a person's previous arrest record.
2. A Triple I information can only be requested by a criminal justice entity.
3. A Triple I request form will be fully filled out and signed by the requesting person. A reason for the request will be provided, or a case number included on the form.
4. See SOP Section (2-01-28 G) for tape procedures.
5. Refer to FBI NCIC manuals for further guidance on Triple I request.

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2-01-28 CADS UNIT AND EQUIPMENT

A. CADS MANAGER

1. The CADS manger manages all aspects related to the operations of the CADS Unit and personnel.
2. The manager evaluates Communications outages and equipment failures and restores equipment by coordinating efforts through the appropriate maintenance personnel.
3. The manager also responds to the requests for statistics using calls for service data.

B. CADS DATA SYSTEMS SPECIALIST

1. The specialist assists in the operation and maintenance of the computer aided dispatch system to insure efficient communications and continuous equipment operation.
2. The specialist maintains all files in the CADS to include geographical, personnel, unit, hazard, and MSAG files.
3. The specialist also assists in the reproduction of CADS printouts and voice communication tapes.

C. CADS RESEARCH ANALYST

1. The CADS tape analyst will be responsible for maintaining all files, logs, printouts, and voice recordings for the Communications Division.
2. The analyst will also be responsible for completing the requests for reproduction of information.
3. The analyst recycles and destroys any request forms, cassette tapes, and CADS printouts that are one year old.
4. The analyst will maintain the Sequester Log and Secured Sequester Cabinet. Master tapes in the secured cabinet will be retained for a minimum of 3 years.
5. The analyst will also be responsible for the reproduction of tapes and printouts to records for distribution to requesting agencies and citizens.

D. SEQUESTERING TAPES

Master tapes will be stored and preserved for a minimum of 3 years. Tapes and recorded material, sequestered by court order, Letter of Sequester, or tagged as evidence, are removed from service and stored. In order to comply with the order and evidence procedures, the following will be observed:

1. Personnel assigned to the CADS unit will, upon receipt of requests for storage, remove the master tape from service.
2. Personnel will log on the Sequestering of Tape form the date and time date stored person requesting storage, incident and location. The tape will be then placed in the secure sequester tape cabinet.

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3. Once the CADS unit is notified that a sequester will be needed, the requester, within 72 hours, will be required to provide written notice of storage, to include reasons and duration of sequestration.
4. The CADS unit contacts the requester after three years of storage to ascertain if storage is still necessary. If the requester does not respond within ten days, the tape will be placed back in service.
5. Tapes that are sequestered by court order or Letter of Sequester, will be stored in the CADS unit secured sequester cabinet. The Letter of Sequester will be attached to the tape and will not be removed, except by signed receipt from personnel in the CADS unit.
6. All tapes of officer involved shootings will not be recycled for three and one-half years from date of the incident unless otherwise notified by the City Attorney's office.

E. SEQUESTERING TAPE FORM

The Sequestering of Tape Form documents the facts surrounding the removal of a forty-channel tape from inventory for preventing its routine and periodic erasure.

1. TAPE NUMBER – The number assigned to the tape.
2. DATES & TIMES – The period of time that the tape has recorded. This is usually from early morning to the next morning.
3. DP, DT, RT CHANNEL – The tape channels relevant to the incident causing the sequestering.
4. TRACKS – The track number the incident is recorded on.
5. TIME FRAME OF INCIDENT – The time the relevant incident occurred.
6. DESCRIPTION OF INCIDENT SEQUESTERED – The CAD number, call type, and location of occurrence are recorded.
7. REQUESTING PARTY AND DATE SEQUESTERED – The name of the person requesting the tape and the date of sequester are filled in.
8. RETENTION PERIOD – The amount of time the tape will be sequestered for.
9. RELEASED BY – The name of the person authorizing the tape be placed back into rotation is filled in.
10. CONTINUE SEQUESTER CHECK – The date the person requesting the sequestering of the tape is contacted to verify if tape still needs to be held for a longer period of time is entered.

F. REQUESTS FOR INFORMATION

All information requests from the CADS Unit are documented for later retrieval. Below is a list of forms used within the CADS Unit.

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G. CADS EVENT REQUEST FORM

Any request for a CADS printout, unit history, voice tape, or a list of tapes for duplication of incident histories are processed as quickly and completely as possible after the completion of a request form.

H. RECORDING LOG FORM

The recording log form logs the amount of time the back up master tape recorder is off line due to recording.

I. REQUEST FOR CADS RESTORATION RESEARCH

The log contains the monthly total of requests processed by the CADS unit. Complete the Request for CADS Form on a daily basis.

J. EQUIPMENT BREAKDOWN REPORT

1. Use the equipment breakdown form to report the breakdown of equipment assigned to the Communications Division.
2. This encompasses all equipment, including those devices in the data room; base stations, emergency generator, and consoles.
3. Use the CADS Customer Support Reporting Log to report CADS equipment and software problems.

Effective: 05/19/2006; Replaces: 04/03/03

2-01-29 CADS GENERAL DESCRIPTION

A. THE COMPUTER AIDED DISPATCH SYSTEM

1. A CAD is an on-line computer system designed to enhance the operation environment of the Communications Section. While enhanced operation of the Communications Center represents the most visible impact of CAD, the system provides benefits throughout the public safety community and ultimately to the citizens of Albuquerque.
2. CAD establishes an operational environment where command and control activities are performed in an accurate and timely manner. The system uses technology as a tool in support of the personnel that carry out the critical functions of emergency communications in the City.
3. CAD provides the capability to manage public safety calls for service. Communications personnel can readily access information and make appropriate decisions related to meeting the demand for Police services.
4. The CAD supports the autonomy of police operations.

B. CUSTOMER SUPPORT REPORTING LOG

The Communications Supervisor calling in repair of all CADS related problems would fill out the customer support-reporting log.

C. ENHANCED 911 SYSTEM

1. The Enhanced 911 System consists of several types of incoming 911 lines emergency lines, non-emergency lines, and ring down lines. The system alerts the operator of an incoming call by a flashing light for the line. Concurrently, a bell rings in the Communications Division.
2. A rapidly flashing red light indicates a line is ringing. A slower flashing red light means the line is on hold. An open line has a green light. Answer the 911 lines using the "Priority Answer" button. Answer the ring-down and non-emergency lines by pressing the button that is flashing.
3. The callers telephone number displays on the Automatic Number Identification screen and the callers name and address displays on the Automatic Number Identification screen
4. The ANI and ANI functions of the Enhanced 911 eliminates missed calls that result from situations where the caller is unable to stay on the line or the caller cannot speak.
5. When placing out going calls, use the non-emergency lines.

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D. RINGDOWN TELEPHONES

1. A ring-down system provides direct lines to various governmental agencies, hospitals, and alarm companies. The ring-down is secure, reliable, and independent of the regular telephone circuits.
2. The ring down system works the same as the 911 and non-emergency lines. There is a flashing light when the line is ringing and a solid green light when the line is open.

E. DISPATCH SYSTEM

Instruction manuals, which describe in detail the use of the system, were issued by Motorola, which designed the Communications System for the Albuquerque Police Department

H. MULTI CHANNEL AUDIO MERCOM RECORDING SYSTEM

1. The Communications Section is equipped with a Multi Channel Recorder. It uses 1 A B sided DVD media disc. It records all radio transmissions & telephone conversations for the 911 Communications Center. **Immediate playback is available at each 911-dispatch workstation.**
2. Disc must be changed at least every 2-3 days depending on the amount of traffic for the day(s).
3. The media discs must be kept for records three years in accordance with New Mexico State statutes 37-1-8 and 41-4-15 and the New Mexico Administrative Code sections 900.813 thru 900.816. They are then recycled unless sequestered by court order.
 - a. Personnel, assigned to the CADS unit, may remove a tape from inventory and store it separately. Log information relative to the removal of the tape on the Sequestering of Tape Form (described earlier in this section).
 - b. Communications personnel and sworn officers of APD may obtain copies of tapes upon the approval of their supervisor.
 - c. The CADS unit charges a minimum research fee for requests for copies of tapes by outside agencies and all other persons. Contact the CADS Research & Recording Office for a quotation on the fees for requests.

Effective: 05/19/2006; Replaces: 04/03/03

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EMERGENCY OPERATION/EVACUATION PLAN

The purpose of this plan is to establish procedures in the event of a minor emergency to a catastrophic emergency directly involving the Consolidated Public Safety Communications Center.

It is Communications utmost responsibility to protect and serve the citizens of Albuquerque through the 9-1-1 Emergency System, and through the dispatch of officers to their aide, under any and all circumstances.

All emergency procedures should be coordinated with the Albuquerque Fire Department Dispatch.

A. Equipment Malfunction

1. Loss of telephone lines due to malfunction or natural disaster. The list below must be implemented in as little as time as possible due to public safety concerns in the event of the 9-1-1 System being down.
 - a. Notify and coordinate with the Albuquerque Fire Department.
 - b. Notify Bernalillo County Sheriffs Department that all in-coming 9-1-1 lines in Albuquerque will be switched over to their agency.
 - c. Switch 9-1-1 lines over to the Bernalillo County Sheriffs Department. (Switch is located in the telephone room on second floor of the Consolidated Public Safety Communications Center.)
 - d. Send Albuquerque Police Department Communications Operators to the Dispatch Center of the Bernalillo County Sheriffs Department, at 10401Holly NE, to assist in the answering 9-1-1 lines.
 - e. Pick a talk group 800 MHZ for call relay, if all phones lines are down. (i.e., SO EAST, SO WEST, SOUTH)
2. Loss of 800 MHZ Systems
 - a. Check use of hard radio sets, located underneath each dispatch console.
 - b. If use of hard radio is not feasible have dispatchers report to the Mobil Command Center, located in the parking lot of the center. If for some the Mobil Command Center is not available have field units dispatched to the center so the dispatchers may use their vehicles radios to dispatch calls for service. Units are to limit their use of talk groups at this time. Use of ITAC channels (Conventional Non-Trunked Radio Channels) May be utilized.
 - c. Dispatchers will immediately do a time and service check of all units on their talk group and be required to keep a log of their units either through cards or on a tablet of paper.

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Cont'd

- d. If telephone lines are up, and just the radio system is down establish runners to take calls from the center down to the dispatchers. The supervisors will have walkie-talkies available to assist in relaying calls for service to the dispatchers.
- e. It is the responsibility of each dispatcher to notify the area command they are responsible for of impending down time of the talk group while the move from the center to the command post is being made.

B. EVACUATION:

- 1. Evacuation of the Communications Center will occur only in a catastrophic situation. Everyone will exit the center at one time using the stairs located on the North and South sides of the building. Anyone not being able to use the stairs will have the Fire Department assist them in use of the elevator located in the center of the building. All employees will meet at southwest corner of the parking lot, to await further instructions. All policies mentioned in this section will be followed.
- 2. Only the on duty Communications Supervisor or the Communications Manager (or his/her designee) can order evacuation. This supervisor will ensure the Communications Manager and the Chief of Police are notified in a timely manner. Units will be dispatched to the Consolidated Communications Facility as quickly as possible to secure the center and /or the scene.

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RESPONSIBILITIES:

Supervisors: Supervisors are responsible for their personnel.

- Familiarize yourself with this plan and with the Mobil Command Center.
- Notify and coordinate with the Albuquerque Fire Department and Albuquerque Police Field Supervisors.
- In extreme circumstances where employees are put into risk, as a fire, an unknown device, chemical fumes, or a serious natural disaster, EVACUATE.
- Make sure all employees are accounted for at the evacuation site.
- Have the dispatchers set up the talk groups immediately inside the Mobil Command Center.
- Send 9-1-1 Operators to the Bernalillo County Sheriffs Department, as soon as they are briefed.
- Notify ant units and any agencies that can offer assistance to you, in the given situation, i.e., Bernalillo County Sheriff's, New Mexico State Police, Rio Rancho Department of Public Safety.

EMPLOYEES:

- Be responsible for yourself and assist co-workers.
- Familiarize yourself with this plan and with the Mobil Command Center.
- Follow your supervisor's instructions.
- Notify your supervisor of any occurrence they may not yet be aware.
- If requested to evacuate, report to the southwest corner of the Communications Center parking lot, for further instructions.

AUTHORIZATION TO RE-ENTER THE BUILDING

After the Consolidated Public Safety Communications Center has been deemed safe by the appropriate agencies, employees may only re-enter the building if directed by the on-duty supervisor or the Communication Captain.

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A. Talk Groups

- 1. Group 530 APD Foothills**
- 2. Group 531 APD Northeast**
- 3. Group 532 APD Southeast**
- 4. Group 533 APD Westside**
- 5. Group 534 APD Valley**
- 6. Group 535 APD City Wide**
- 7. Group 536 APD East Tac**
- 8. Group 537 APD West Tac**
- 9. Group 538 APD City Tac**
- 10. Group 539 APD Rover 16**

- B.** Groups 530-534 will be used as primary dispatch groups.
- C.** A monthly usage report will be generated and attached to the communications monthly report.